

2003 Inland Empire



Inland Empire Occupational Outlook Report

A product of



Sponsored by



<http://www.edd.ca.gov>

Riverside County Workforce Development Board

www.rivcojobs.com

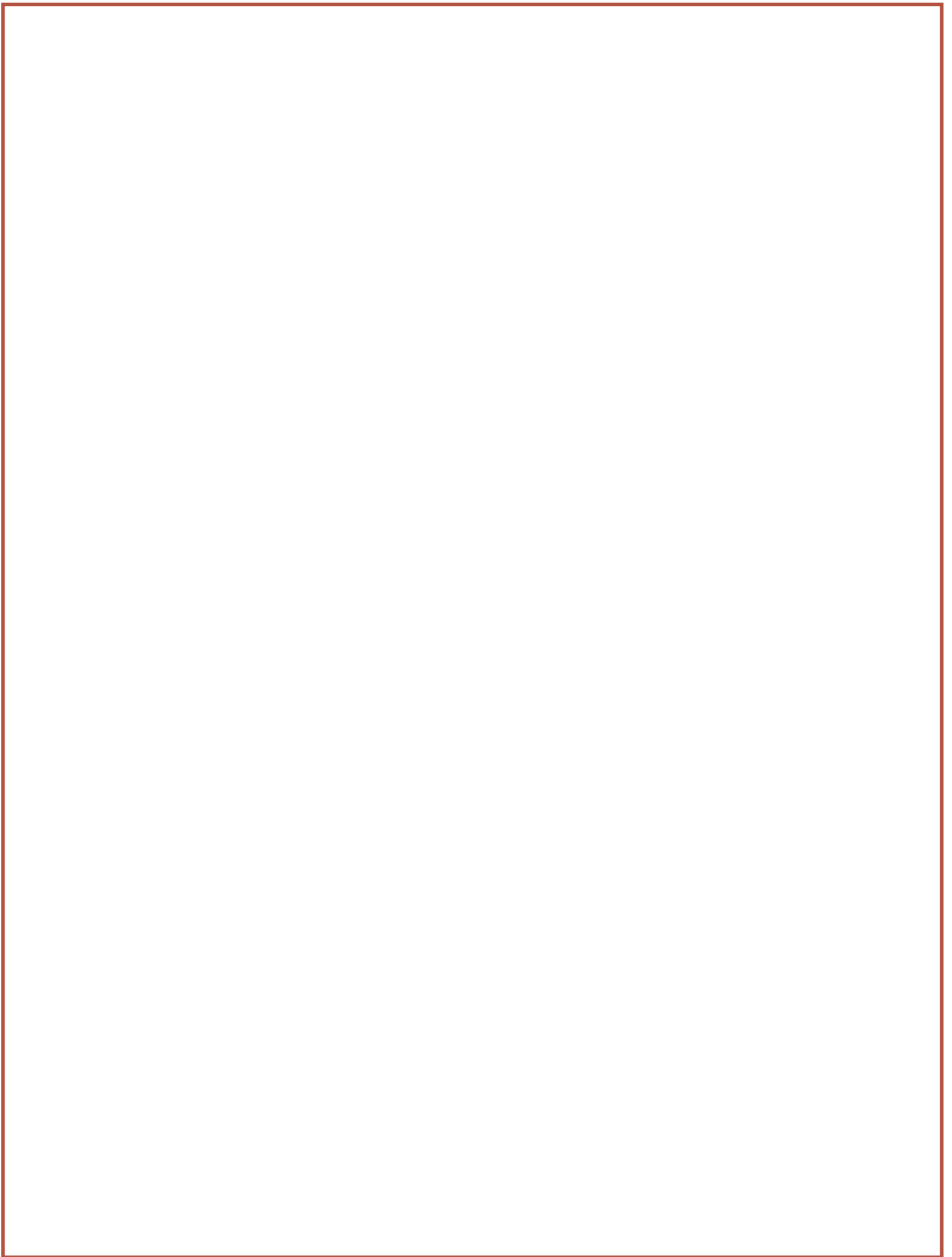
San Bernardino County Workforce Investment Board

<http://www.sbcounty.gov/jesd/>



awn@doleta.gov

2003



Inland Empire Board of Supervisors

County of San Bernardino

Bill Postmus

Vice Chairman, First District

Paul Biane

Second District

Dennis Hansberger

Chairman, Third District

Patti Aguiar

Fourth District

Clifford Young

Fifth District

County of Riverside

Bob Buster

District One

John F. Tavaglione

District Two

Jim Venable

Vice Chairman, District Three

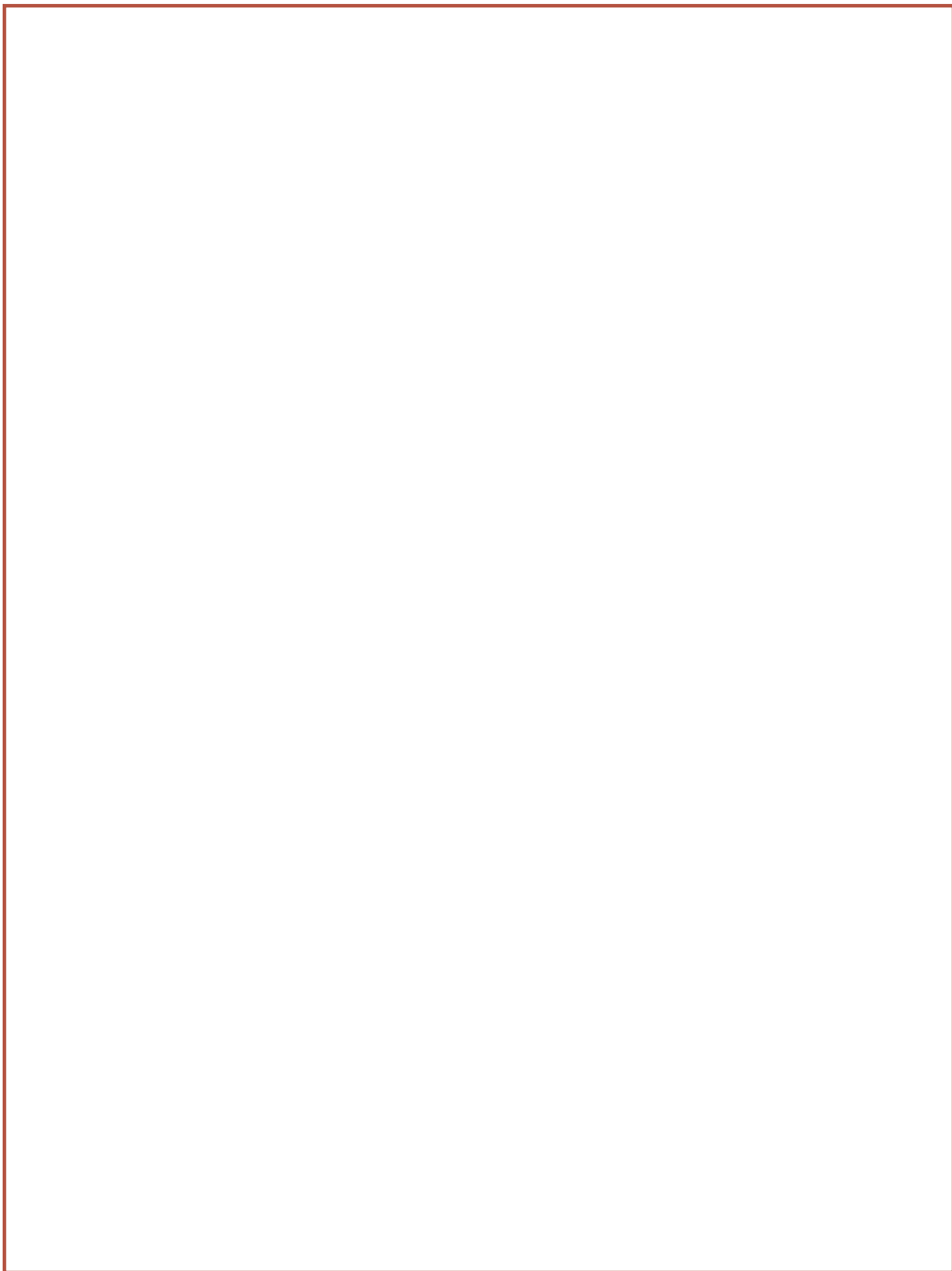
Roy Wilson

Chairman, District Four

Marion Ashley

District Five

2003



Inland Empire EDA



Riverside County Economic Development Agency

Bradley J. Hudson
Executive Director

Robin Zimpfer
Managing Director

Jerry Craig
Workforce Development Administrator



County of San Bernardino Economic Development and Public Services Group Jobs and Employment Services Department

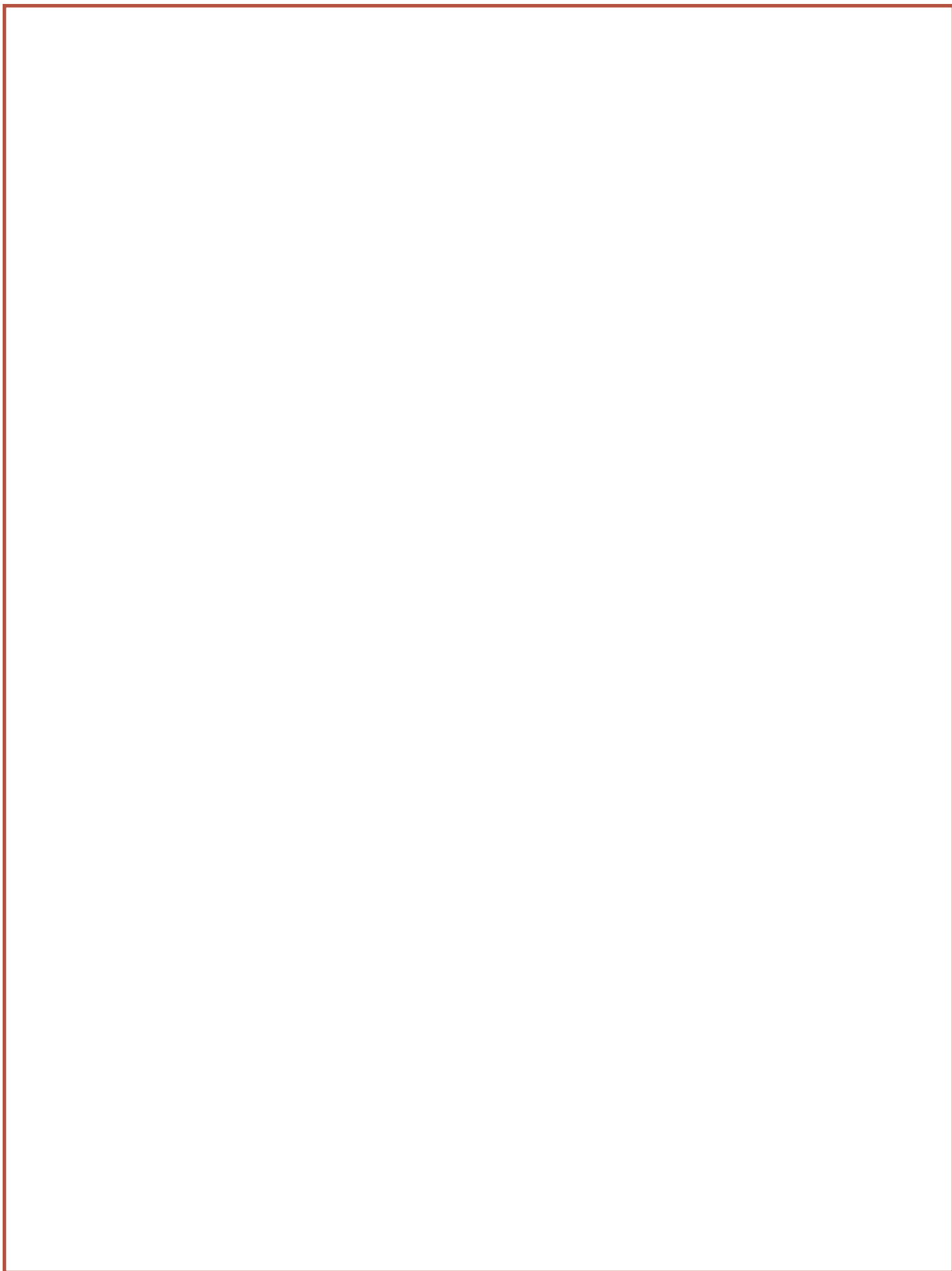
Norm Kanold
Assistant County Administrator

Keith Lee
Associate Administrative Officer

Barbara Halsey
Director, Jobs and Employment Services Department

Linda G. Foster
Business Services Manager

2003



Acknowledgments

A special thanks to Riverside and San Bernardino Counties Employers and Training Providers who contributed their valuable time and information to answer our occupational surveys and made this report possible.

State of California Employment Development Department Labor Market Information Division (LMID)

Brendan Kelly CCOIS Program Manager

John McCraw Research Analyst

Thomas Flournoy Labor Market Consultant

And all other LMID staff that provided assistance.

**The Workforce Development Centers of Riverside County
Business Resource and Labor Market Information Staff for their commitment to this project.**

**Silvia Schreiber and Roddy Padilla- Printing Services, San Bernardino County
for formatting and editing the report.**

**The Jobs and Employment Services Department of San Bernardino County
Business Resource Specialists and their Supervisor
for their assistance in data collection.**

Deborah Dukes and Lorraine Lara
Project Coordinators

For Additional Copies or Information:

Lorraine Lara-Project Coordinator
Riverside County Economic Development Agency
1151 Spruce Street
Riverside, CA 92507
909.955.1029

Deborah Dukes-Labor Market Analyst
County of San Bernardino
Workforce Investment Office Business Resource Office
215 North "D" Street
San Bernardino, CA 92415
909.381.7949

2003

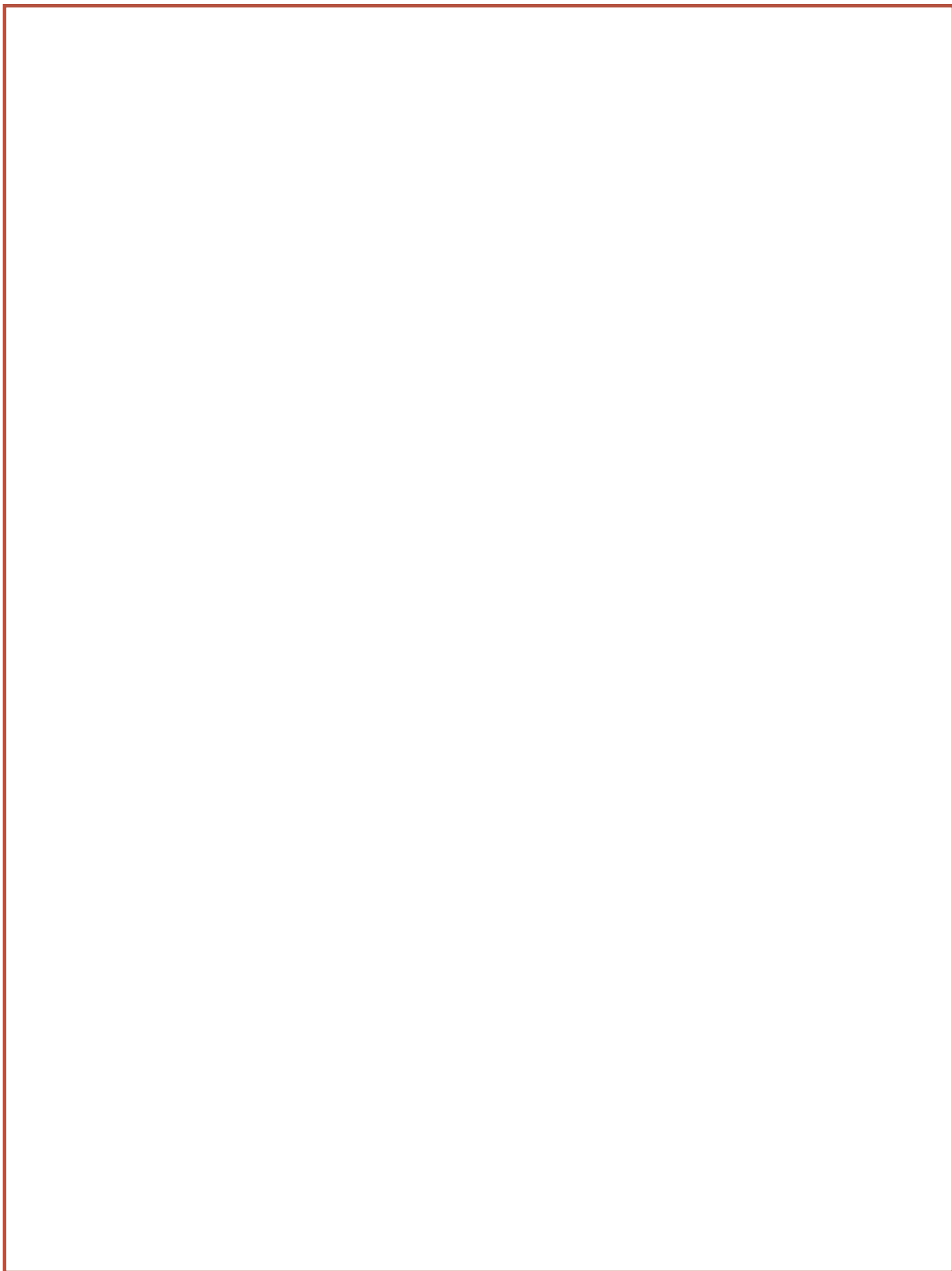


Table of Contents

Introduction	1
Type of Occupation Information Provided	2
Project Methodology	5
Summary Highlights	7
Adjustment Clerks	8
Barbers	10
Bartenders	12
Call Center Supervisors and Managers	14
Chiropractors	16
Claims Adjusters, Examiners, and Investigators	18
Compensation and Benefits Managers	20
Computer Programmers	22
Construction and Building Inspectors	24
Cook, Institution and Cafeteria	26
Cost Estimators	28
Crane and Tower Operators	30
Dietitians and Nutritionists	32
Directors, Adult/Child Day Care Center	34
Educational, Vocational, and School Counselors	36
Electrical Engineers	38
Escrow Clerks	40
Escrow Officers	42
Fiber Optics Technicians	44
First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	46
First-Line Supervisors/Managers of Office and Administrative Support Workers	48
First-Line Supervisors/Managers of Production and Operating Workers	50
Food Service Managers	52
Funeral Attendants	54
Funeral Directors	56
Hotel, Motel, and Resort Desk Clerks	58
Insurance Appraiser, Auto Damage	60
Insurance Sales Agents	62
Library Technicians	64
Machinists	66
Mechanical Engineers	68
Medical and Clinical Laboratory Technicians	70
Medical Records and Health Information Technicians	72
Medical Secretaries	74
Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	76

2003

Table of Contents

Network Systems and Data Communications Analysts	78
Nursing Instructors and Teachers, Postsecondary	80
Optometric Assistants	82
Payroll and Timekeeping Clerks	84
Pest Control Workers	86
Phlebotomists	88
Physical Therapist.....	90
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	92
Security Guards	94
Shipping, Receiving, and Traffic Clerks	96
Storage and Distribution Managers	98
Team Assemblers	100
Training and Development Specialists.....	102
Waiters and Waitresses	104
Training Providers	107

2003 Introduction

Welcome to the 2003 Occupational Outlook Report for the Inland Empire. The Labor Market Information (LMI) presented in this report was collected through the cooperative effort of the State of California Employment Development Department (EDD), the Riverside County Workforce Development Board and the Workforce Investment Board of San Bernardino County as part of the California Cooperative Occupational Information System (CCOIS) program.

The goal in gathering labor market information is to match the labor needs of employers with the skills of job seekers and to provide occupational information to firms who require classification of wage scales and employment trends for economic development purposes. The LMI program helps to accomplish these tasks by providing specific, localized and current information that can be used by locally employers, trainers, educators, economic development organizations and job seekers to make more informed training and labor market decisions.

- **Career Decisions:** Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor, supply and demand and also sources of employment and training.
- **Program Planning:** This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.
- **Curriculum Design:** Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report.
- **Economic Development:** Local government agencies and economic development organizations will find information on the labor pool, such as occupation size, expected growth rates, and wages, useful in determining the potential for business growth and development in Riverside and San Bernardino County.
- **Training Providers:** Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement is much greater because their training programs are developed using reliable local occupational data.
- **Human Resources Management:** Small business owners and large corporate human resources directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a reference with which to base these and other decisions. This year, for the first time ever, the counties of Riverside and San Bernardino combined efforts and jointly selected 50 occupations, however, only 49 were printed, meeting criteria defined jointly by EDD and the two counties' workforce boards. The respective boards work with EDD to gather occupational data, analyze those data and disseminate findings.

The continuing nature of the program enables both Riverside and San Bernardino County to acquire current, detailed and accurate data on a large number of occupations, particularly for local needs. The coordination of the program at the state level facilitates the integration of this data for statewide use. In addition, the information provided by the CCOIS program meets requirements of federal and state legislation, including:

**The Workforce Investment Act of 1998 [WIA],
California's Family Economic Security Act [FESA],
California Education Code [ROC/P and Community Colleges],
Wagner-Peyser Act,
Carl D. Perkins Vocational Education Act [V-EA],
Family Support Act,
Welfare to Work Act of 1997 [CalWORKs]**

2003
1

Type of Occupational Information Provided

All of the occupational summary data are categorized using key terms. Key terms are defined below and differences between survey years are noted.

Occupational Title And Job Description

The occupational titles and definitions are based on the Standard Occupational Classification (SOC) classification system. The SOC classification system was developed by the U.S. Department of Labor in response to a growing need for a universal occupational classification system and allows public agencies and private industry to produce comparable data. All workers are classified into one of over 820 occupations according to their occupational definition. To facilitate classification, occupations are combined to form 23 major groups, 96 minor groups and 449 broad occupations. Each broad occupation includes detailed occupation(s) requiring similar job duties, skills, education or experience. For more information on the SOC classification system go to <http://www.bls.gov/soc/home.htm>.

Wages

Wages are reported in per hour range and median. All of the occupations include at least one but sometimes two wage sections. One wage section (wages combine, Non-union, Union, and Union Undetermined) will occur when the percent of union employment is either greater than 80 percent or less than 20 percent. Two wage sections (Non-Union, Union undetermined and Union) occur when the percentage of union employment is from 20% to 80%, and there is no violation of confidentiality. Wages reported by employers who failed to answer the union question are called union undetermined. The wages in this report are not intended to represent prevailing wages. The summaries do not include extreme wages. Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience:

New to Firm/No Experience:

Person trained or otherwise qualified, but with no paid experience in the occupation.

New to Firm/Experienced:

Experienced person, or person at the journey level (if applicable)

3 + Years with Firm, Experienced:

Person at the journey level (if applicable) or at least three years of experience with the employer in the occupation.

Wage data for the "3 + Years with Firm", "Experienced" categories will often have a greater range for the "New to Firm", Entry or Experienced categories.

Benefits

Benefits information in the summaries includes: medical insurance, dental insurance, vision insurance, sick leave, vacation, retirement, childcare, and other. The survey questionnaire ask whether the employer pays for all of the costs of each benefit, or if the employee shares some or all of the costs, or if no benefits are provided at all. The benefits information for each occupation is only from those employers responding to each benefit question; therefore, percentages for full-time or part-time categories may not total 100%.

Work Patterns

This section shows the percentage of employees that work full-time, part-time, temporary/on-call, or seasonal, and the average number of hours worked per week. The survey questionnaire asks what shifts are available and the percentage of employers that offer that work shift. Some employees work less than 40 hours per week and are considered full-time workers by their employers.

Type of Occupational Information Provided

Occupational Size

Occupational Size refers to the estimated number of persons employed in that occupation in the Riverside/San Bernardino County Metropolitan Statistical Area. The occupational summaries show the size of the occupation in the narrative and a numeric range form. No data is available if the occupation is included in a broader definition or a Non-SOC occupation. The following terms are used to characterize occupational size.

Small:	Less than 1,632 employed, less than .15 percent of total employment*
Medium:	1,632 and up to but not including 3,263 employed, .15 and up to but not including .30 percent of total employment*
Large:	3,263 and up to but not including 7,070 employed, .30 and up to but not including .65 percent of total employment*
Very Large:	7,070 and above employed, .65 percent or more of total employment*

*total employment - 2003 Total Non-Farm Employment of 1,087,700, as published (<http://www.calmis.cahwnet.gov>), Riverside-San Bernardino MSA Industry Employment and Labor force – Annual Average March 2003 Benchmark.

Employment Trends

The occupational summaries Employment Trends section shows the size of the occupation in the narrative and numerical form. The summaries show the EDD projected growth rate for each occupation as a percentage in a narrative form, and also in decimal form. No individual data is available for occupations which are included in broader definition or a Non-SOC occupation. The following terms describe the relative rate of growth of each occupation to the Riverside-San Bernardino MSA average rate of 24.6%.

Much Faster than Average:	1.50 times average or more
Faster than Average:	1.10 to but not including 1.50 times average
Average:	0.9 to but not including 1.10 times average
Slower than Average:	less than .9 times average

Supply/Demand Assessments

Supply/Demand refers to the relative difficulty the employers surveyed believe they would experience in hiring both inexperienced and experienced and qualified workers who meet their hiring standards. From the job seekers' perspective, it also refers to the relative level of opportunity (competitiveness) for the applicant who is or would like to become part of this job market.

The following terms were used to describe the degree of difficulty for the 2003 survey:

Very Difficult: Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

Moderately Difficult: Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding experienced and qualified applicants at times, and applicants may find little competition in their job search.

Not Difficult: Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

Type of Occupational Information Provided

Education Requirement

The occupational summaries show what minimum levels of education employers require their applicants to have in the occupation. Results are shown as percentage of employers who answered in the following education categories (education categories used all survey years unless indicated):

Less than High School Diploma
High School Diploma or Equivalent
Associate Degree [2 year]
Bachelor Degree [4 year]
Graduate Study

Training And Related Work Experience Required Or Accepted

All three years of occupational summaries show the percentage of employers who answered Required, Not Required, or Not Required-but Preferred to whether experience in the occupation is required. If experience is required or preferred, the month's experience is shown. The summaries may also include acceptable experience in other occupations.

Computer Software Skills

The survey questionnaire specifically asks for the name of the software used in the occupation for word processing, spreadsheet, database, desktop publishing, or other. **(We are not printing this information in the book).**

Recruitment

This section contains the most successful recruitment methods used by surveyed employers for recruiting personnel to an occupation. The survey questionnaire asks employers for the top three most successful recruitment methods instead of which methods are primarily used. The numbers of methods may vary according to employers' responses.

Project Methodology

Occupational Forecasts

LMID creates Occupational Forecast Tables for every California County including separate tables for Riverside and San Bernardino Counties. The tables show employment by occupation for the base year 2001 and the forecasted year of 2008. These forecasts include separations and occupational distribution by industry. <http://www.calmis.cahwnet.gov>

Occupational Selection Criteria

A preliminary list of occupations was developed. The workforce boards of Riverside and San Bernardino counties, representatives of community-based vocational training programs, educational institutions, organized labor and economic development organizations reviewed this list. Based upon the input of these organizations, some occupations were eliminated, and others were added.

The two county consortium applied the following criteria to narrow the list of possible occupations for the survey of 50:

The occupation had to have a substantial employment base in the region;

There should be a substantial number of projected job openings in the region;

The occupation had to appear to have substantial potential for earning capacity;

The training time required for the occupation had to be two years or less, allowing for some exceptions based on the strength of the other criteria;

If there has been some fluctuation in the labor market, or if an emerging technology is believed to be impacting skill requirements, an occupation could be included.

After the list of 50 occupations was finalized, each occupation was clearly defined and the appropriate SOC classification was assigned.

Survey Sample Selection

After the occupations were selected, defined, and the appropriate SOC classification assigned, LMID developed a confidential employer sample for each occupation for each county. One consideration in drawing up the employer sample was the pattern of distribution of industries in which the occupation could be found. The Standard Industrial Classification manual classifies industries. There are 97 major industry groups in nine industry divisions: Agriculture (01-09), forestry and fishing; Mining (10-14); Construction (15-17); Manufacturing (20-30); Transportation, communications, electric, gas, and sanitary services (40-49); Wholesale trade (50-51); Retail trade (52-59); Finance, insurance and real estate (60-67); Services (70-89); and Public administration (91-97).

LMID staff, using their vast employer database and knowledge of occupational staffing patterns within industries, creates a representative sample of employers for each of the occupations. For example, the staffing pattern for medical assistants would be found in Health Services, Major Group 80, so the employer sample for this occupation would consist mainly of employers in that group. Thus, occupations whose industry staffing patterns are broad, such as word processors, will have an employer sample consisting of employers in many industries.

This industrial distribution was considered for each occupation when establishing the sample of employers that would be contacted for participation in the completion of the questionnaire. For example, if 20% of Riverside County workers in an occupation were found in a specific industry, then 20% of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company and obtain the name of a contact person.

Project Methodology

Questionnaire Development/Survey Procedures

EDD developed a standard, two-page questionnaire. All employers are contacted by telephone. Employers are given the opportunity to respond to the questionnaire over the telephone, return it by FAX or mail. Additional employers are added to the original sample as necessary to ensure meeting a 50% response rate.

All surveys are reviewed for accuracy of data, and employers are re-contacted if answers are missing, unclear, or conflicted with other answers. In addition to contacting employers, survey staff contacts labor unions, employment agencies, training providers, etc., to learn more about specific occupations.

Tabulation And Results

The survey responses are entered into a specialized software database, and tabulations are prepared. The tabulations are used to analyze and prepare the final occupational summary. The occupational tables summarize information on: wages and benefits, employment trends, supply and demand, work patterns, education requirements, required or accepted training and work experience, required computer software skills, sources of filled vacancies, most successful recruitment methods, emerging occupations, new skills and training providers

Confidentiality

Specific employer information is confidential and never divulged.

Summary Highlights

The following are summarized highlights of the results of information reported by the 616 employers who responded to the 2003 California Cooperative Occupational Information System survey of 49 occupations in Riverside and San Bernardino County.

- **64%** of all employers surveyed reported **stable** employment levels during the past year also expect **stable** employment levels to continue over the next two years.
- **13%** of all employers surveyed reported **stable** employment levels during the past year expect **growth** in their employment levels over the next two years. Top four occupations having the highest percentage in this category include: Computer Programmers; Nursing Instructors and Teachers, Postsecondary; First-Line Supervisors/Managers of Housekeeping and Janitorial Workers; Hotel, Motel, and Resort Desk Clerks.
- **9%** of all employers' surveyed reported **growth** in employment levels during the past year and expect **stable** employment levels over the next two years. Occupations having the highest percentage in this category include: Escrow Clerks; Training and Development Clerks; Security Guards.
- **7%** of all employers surveyed reported **growth** in employment levels during the past year also expect **growth** in their employment levels over the next two years. Top three occupations having the highest percentage in this category include: Security Guards; Pest Control Workers; Medical Secretaries.
- **4%** of all employers surveyed reported **declines** in employment levels during the past year expect **stability** or **growth** in their employment levels over the next two years. Occupations in this category include: Educational, Vocational, and School Counselors; Sales Representatives, Wholesale and Manufacturing; First-Line Supervisors/Managers of Production and Operating Workers; Machinist; Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders.

More than one-half (55%) of all employers surveyed reported having some difficulty finding experienced qualified applicants.

Surveyed employers reported the most successful recruitment methods were:

- Employee Referrals
- Newspaper Ads
- Walk-Ins
- Internet

Employers reported filling 1,035 positions in the past 12 months for the 49 occupations surveyed. Of those filled positions:

- 10% from Promotions
 - 63% from Employees Leaving Permanent Positions
 - 23% from Growth
 - 5% Temporary, On-call, or Temporary Positions
- Adjustment Clerks had the most hires from Promotions with over 70% of those hires in government.
 - Security Guards, Waiters and Waitresses had the most hires as a result of Employees Leaving Permanent Positions.
 - Medical Secretaries and Security Guards had the most filled positions because of Growth



Description

Investigate and resolve customers' inquiries concerning merchandise, service, billing, or credit rating. Examine pertinent information to determine accuracy of customers' complaints and responsibility for errors. Notify customers and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customers' accounts, or adjustment to customers' bills.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$10.00 – \$10.00	\$10.00
New Hires, Experience	\$7.25 – \$13.39	\$8.75
Experienced, After 3 Years with Firm	\$8.75 – \$18.07	\$10.50

*Union wages may be higher than non-union wages.

Of the firm responding 70% were non-union and 30% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	40%	0%	60%	33%	0%	33%	0%	33%
Dental	40%	0%	60%	33%	0%	0%	0%	67%
Vision	40%	33%	50%	33%	0%	0%	10%	33%
Life	70%	33%	20%	0%	0%	0%	10%	67%
Sick Leave	100%	0%	0%	0%	0%	0%	0%	100%
Vacation	100%	67%	0%	0%	0%	0%	0%	33%
Retirement	30%	33%	40%	0%	10%	0%	20%	67%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	50%	0%	0%	0%	0%	0%	50%	100%



Work Patterns

Of responding firms:

- Full-time 81%, average of 40 hours per week.
- Part-time 19%, average of 20 hours per week.
- Shifts: Day 100% Swing 20%
- 75% of the employees are female and 25% are male.

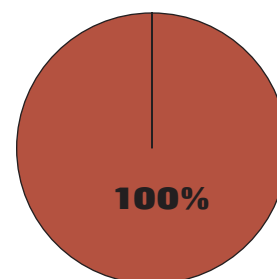


Recruitment Methods

Most successful methods of recruitment:

- In-House Promotion or Transfer
- News Paper Ads
- Walk-In Applicants
- Employee Referrals

Education



High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		70%	30%
Projected Over the Next 2 Years		80%	20%

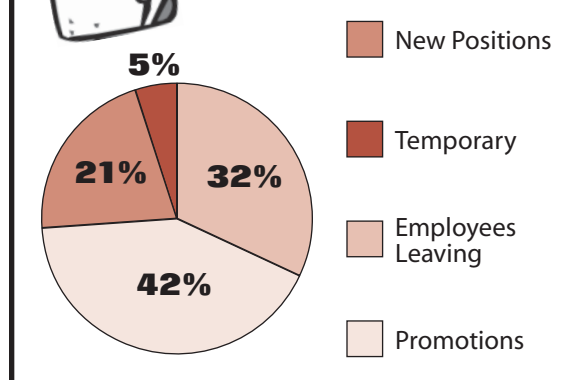


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	70%	10%	20%	6 to 12 Months (Avg. 12)
Other Occupational Experience Accepted	67%	33%		14 Months Average
Technical or Vocational Training Required	10%	70%	20%	12 Months College Accounting
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

Adjusters Academy
 BMR Training Centers
 Larson Training Centers, Inc.
 Moreno Valley Technical Skills Center
 Mount San Jacinto College
 Palo Verde College
 Riverside Community College
 University of Riverside Extension



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Considering the relative costs and benefits of potential actions, to choose the most appropriate one.
- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.



Description

Provide barbering services, such as cutting, trimming, shampooing, and styling hair, trimming beards, or giving shaves.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.50- \$16.75	\$9.59
New Hires, Experience	\$8.75- \$16.75	\$12.19
Experienced, After 3 Years with Firm	\$11.88- \$21.75	\$15.83

*Wages included other compensations i.e. tips and commissions. Majority of barbers are self-employed.

Of the firms responding 100% were non-union

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	%	%	%	%	%	%	100%	%
Dental	%	%	%	%	%	%	100%	%
Vision	%	%	%	%	%	%	100%	%
Life	%	%	%	%	%	%	100%	%
Sick Leave	%	%	%	%	%	%	100%	%
Vacation	%	%	%	%	%	%	100%	%
Retirement	%	%	%	%	%	%	100%	%
Child Care	%	%	%	%	%	%	100%	%
Other	%	%	%	%	%	%	100%	%



Work Patterns

Of responding firms:

- Full-time 83%, average of 39 hours per week
- Part-Time 17%, average of 30 hours per week.
- Shifts: Day 100%.
- 50% of the employees are female and 50% are male.

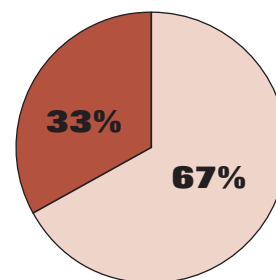


Recruitment Methods

Most successful methods of recruitment:

- Walk-In- Applicants
- Newspaper Ads
- School, Program Referrals

Education



☐ Less than High School
☐ High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		83%	17%
Projected Over the Next 2 Years		50%	50%

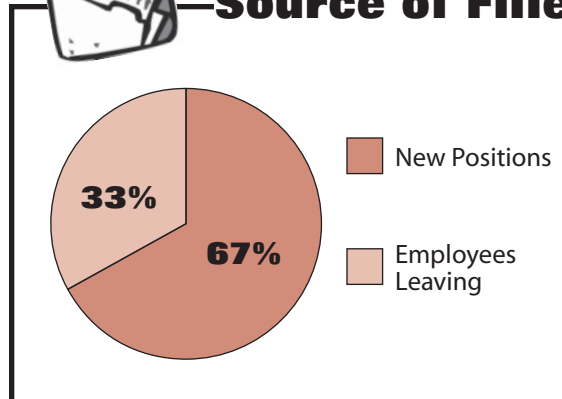


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	33%	50%	17%	6 to 12 Months (Avg. 12)
Other Occupational Experience Accepted		100%		
Technical or Vocational Training Required	67%	33%		12 Months (Avg. 8 Barber College)
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

Colton-Redlands-Yucaipa ROP
Mojave Barber College
San Bernardino Adult Education



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Listen to customers and ask questions.
- Understand spoken information.
- Imagine how hair will look if it is reshaped or colored.
- Customer and Personal Service: Knowledge of providing special services to customers based on their needs.
- Sales and Marketing: Knowledge of advertising and selling products and services



Description

Mix and serve drinks to patrons, directly or through waitstaff.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75 – \$6.75	\$6.75
New Hires, Experience	\$6.75 – \$7.00	\$6.75
Experienced, After 3 Years with Firm	\$6.75 – \$7.50	\$6.75

*Most employees recieved tips.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	0%	0%	25%	8%	0%	17%	75%	75%
Dental	0%	0%	25%	8%	0%	17%	75%	75%
Vision	0%	0%	13%	8%	0%	17%	88%	75%
Life	13%	0%	0%	0%	0%	8%	88%	92%
Sick Leave	13%	0%	0%	0%	0%	8%	88%	92%
Vacation	38%	8%	0%	0%	0%	8%	63%	83%
Retirement	0%	0%	0%	0%	13%	8%	88%	92%
Child Care	0%	0%	0%	0%	0%	8%	100%	92%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 25%, Average of 37 hours per week
- Part-Time 67% Average of 23 hours per week.
- Seasonal: 7% Average of 30 hours per week.
- Shifts: Day 81% Swing 81%
- 37% of the employees are female and 63% are male.



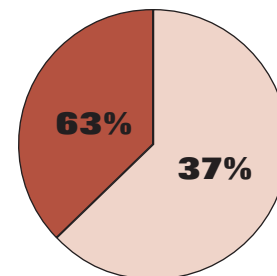
Recruitment Methods

Most successful methods of recruitment:

- School Program Referrals
- Walk-In Applicants
- Employee Referrals



Education



☒ High School
☐ Less than High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: 2780, **medium**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **12%**.
Slower than the County Average Rate of 24.6%
- Estimated job openings **1180**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	75%	19%
Projected Over the Next 2 Years		93%	7%

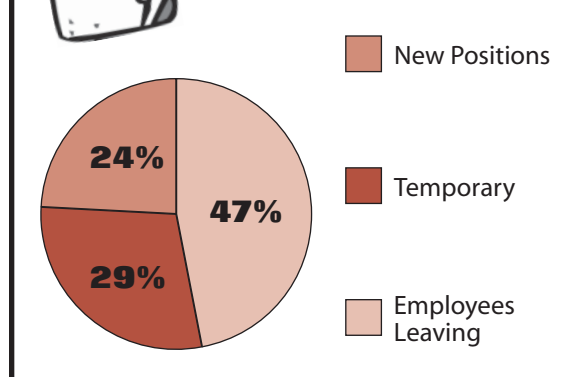


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	50%	31%	19%	6 to 12 Months (Avg. 10)
Other Occupational Experience Accepted	30%	70%		Barbacks
Technical or Vocational Training Required	25%	56%	19%	6 to 12 Months (Avg. 6)
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

Professional Bartender School
National Bartending School



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Take beverage orders from serving staff or directly from patrons.



Description

Call Center Supervisors and Managers in call centers directly supervise and coordinate activities of call center staff. They may also engage, in part, in the same work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$9.23- \$12.95	\$11.09
New Hires, Experience	\$8.50- \$17.00	\$15.34
Experienced, After 3 Years with Firm	\$11.50- \$29.62	\$18.00

*Union wages may be higher than non-union wages

Of the firms responding 89% were non-union and 11% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	56%	0%	44%	%	%	%	%	%
Dental	56%	0%	44%	%	%	%	%	%
Vision	56%	0%	22%	%	%	%	22%	%
Life	78%	0%	11%	%	%	%	11%	%
Sick Leave	100%	0%	0%	%	%	%	%	%
Vacation	100%	0%	0%	%	%	%	%	%
Retirement	44%	0%	44%	%	11%	%	%	%
Child Care	0%	0%	0%	%	%	%	100%	%
Other	100%	0%	0%	%	%	%	%	%



Work Patterns

Of responding firms:

- Full-time 100%, average of 40 hours per week
- Shifts: Day 100%, Swing 22%
- 72% of the employees are female and 28% are male.

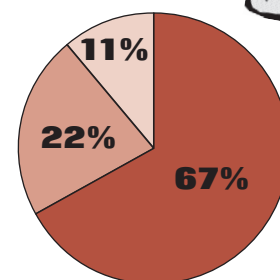


Recruitment Methods

Most successful methods of recruitment:

- Newspaper Ads
- Walk-In Applicants
- Internet
- Colleges and Universities

Education



- High School
- Bachelor Degree
- Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		89%	11%
Projected Over the Next 2 Years		67%	33%

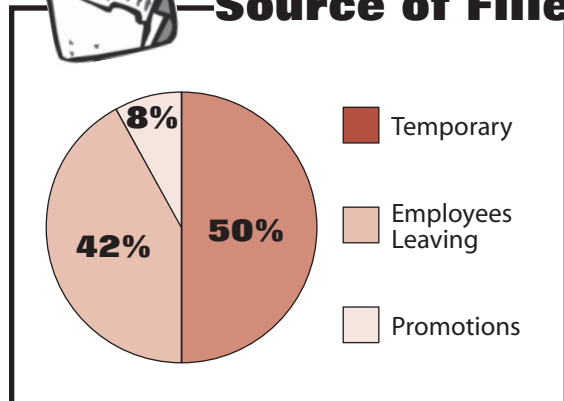


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	78%	22%		12 to 36 Months (Avg. 24)
Other Occupational Experience Accepted	67%	33%		24 Months
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	29%	71%		4 to 24 Months (Avg. 14)



Source of Filled Vacancies



Local Training Providers

Upon completion of our research for this occupation, no training provider was found.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Understand spoken and written information.
- ☐ Motivate, train, and direct people as they work
- ☐ Identify the best people for the job
- ☐ Express ideas clearly when speaking and writing.
- ☐ Identify problems and review information.
- ☐ be poised and confident



Description

Adjust spinal column and other articulations of the body to correct abnormalities of the human body believed to be caused by interference with the nervous system. Examine patient to determine nature and extent of disorder. Manipulate spine or other involved area. May utilize supplementary measures, such as exercise, rest, water, light, heat, and nutritional therapy.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$14.96 – \$14.96	\$10.00
New Hires, Experience	\$17.26 – \$34.52	\$25.00
Experienced, After 3 Years with Firm	\$23.01 – \$35.62	\$30.21

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	12%	0%	29%	0%	18%	0%	41%	100%
Dental	6%	0%	29%	0%	18%	0%	47%	100%
Vision	0%	0%	29%	0%	18%	0%	53%	100%
Life	0%	0%	29%	0%	18%	0%	53%	100%
Sick Leave	41%	0%	0%	0%	0%	0%	59%	80%
Vacation	71%	40%	0%	0%	6%	0%	24%	60%
Retirement	12%	0%	18%	0%	29%	0%	41%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 74%, average of 39 hours per week
- Part-time 24%, average of 22 hours per week.
- Temporary 2%, average of 15 hours per week.
- Shifts: 100% Day
- 26% of the employees are female and 74% are male.

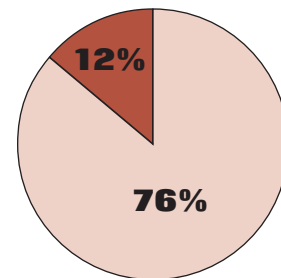


Recruitment Methods

Most successful methods of recruitment:

- Colleges/Universities
- Trade Journals
- Private Employment Agencies

Education



- High School
- Bachelor Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		76%	24%
Projected Over the Next 2 Years		65%	35%

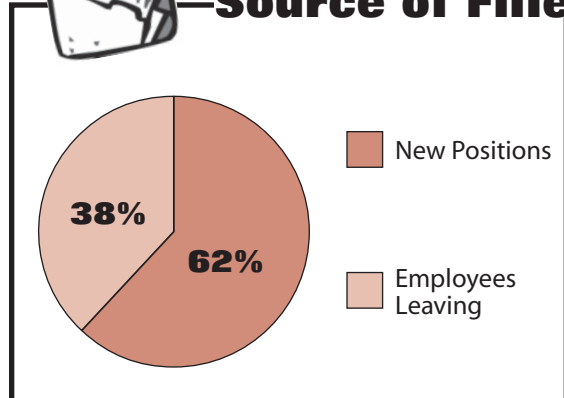


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	76%	6%	18%	3 to 36 Months (Avg. 20)
Other Occupational Experience Accepted	13%	87%		
Technical or Vocational Training Required	53%	47%		48 Months Chiropractor Degree
Training in Lieu of Experience	25%	75%		



Source of Filled Vacancies



Local Training Providers

American College of Chiropractic Orthopedists
 California Baptist University
 California State University San Bernardino
 Cleveland Chiropractic College of Los Angeles
 La Sierra University
 Life Chiropractic College West
 Palmer Chiropractic West
 Southern University of Health Sciences
 University of California Riverside



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- Perform a series of manual adjustments to the spine, or other articulations of the body, in order to correct the musculoskeletal system.



Description

Review settled claims to determine that payments and settlements have been made in accordance with company practices and procedures, ensuring that proper methods have been followed. Report overpayments, underpayments, and other irregularities. Confer with legal counsel on claims requiring litigation.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00 – \$0.00	\$0.00 – \$0.00	\$0.00	\$0.00
New Hires, Experience	\$19.73 – \$20.22	\$9.21-\$31.16	\$19.98	\$18.60
Experienced, After 3 Years with Firm	\$21.56 – \$23.09	\$10.93-\$33.56	\$22.33	\$20.14

*Union wages may be higher than non-union wages.

Of the firm responding 78% were non-union and 22% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	56%	50%	44%	0%	0%	0%	0%	50%
Dental	56%	50%	44%	0%	0%	0%	0%	50%
Vision	67%	50%	33%	0%	0%	0%	0%	50%
Life	89%	50%	0%	0%	0%	0%	11%	50%
Sick Leave	100%	50%	0%	0%	0%	0%	0%	50%
Vacation	100%	50%	0%	0%	0%	0%	0%	50%
Retirement	22%	0%	67%	0%	0%	0%	11%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 89%, average of 40 hours per week
- Part-Time 7%, average of 20 hours per week.
- Temp-On Call 4%, average of 40 hours per week
- Shifts: Day 100% Swing 0% Other (Evenings) 11%
- 53% of the employees are female and 47% are male.

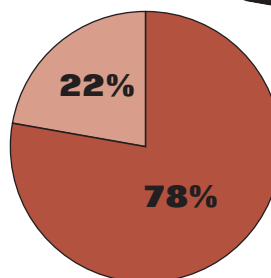


Recruitment Methods

Most successful methods of recruitment:

- In-House Promotion or Transfers
- Internet
- Employee Referrals
- Private Employment Agencies

Education



- High School
- Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years		78%	22%

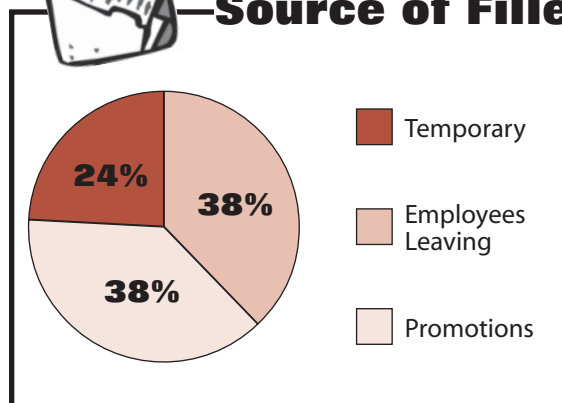


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	100%			12 to 36 Months (Avg. 25)
Other Occupational Experience Accepted	17%	83%		12 Months
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	11%	89%		3 Months



Source of Filled Vacancies



Local Training Providers

A.D. Banker & Company
 BMR Training Centers
 Bryman College
 California State University San Bernardino
 Park University
 San Bernardino Valley College
 Westwood College of Technology
 Chapman University
 Concept Schools D.B.A Insurance Concepts
 Corona-Norco Adult Education
 Morongo Unified School District
 Riverside County ROP
 University of California Riverside



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Able to identify problems and review information.
- ☐ Ability to analyze options and apply solutions.
- ☐ Judge the costs and benefits of a possible action.
- ☐ Understand new information or materials by studying and working with them.
- ☐ Use reasoning to discover answers to problems.
- ☐ Combine several pieces of information and draw conclusions..



Description

Plan, direct, or coordinate compensation and benefits activities and staff of an organization.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$0.00 – \$0.00	\$0.00
New Hires, Experience	\$13.50 – \$36.62	\$20.81
Experienced, After 3 Years with Firm	\$15.00 – \$41.25	\$22.93

Of the firm responding 83% were non-union, 17% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	50%	0%	42%	0%	0%	0%	8%	0%
Dental	50%	0%	42%	0%	0%	0%	8%	0%
Vision	50%	0%	25%	0%	0%	0%	25%	0%
Life	67%	0%	25%	0%	0%	0%	8%	0%
Sick Leave	92%	0%	0%	0%	0%	0%	8%	0%
Vacation	92%	0%	0%	0%	0%	0%	8%	0%
Retirement	25%	0%	33%	0%	17%	0%	25%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 100%, average of 40 hours per week
- Shifts: 100% Day
- 64% of the employees are female and 36% are male.



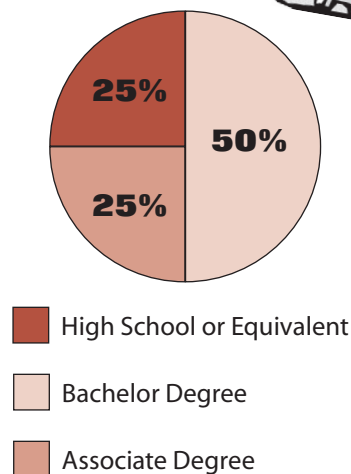
Recruitment Methods

Most successful methods of recruitment:

- Internet
- Newspaper Ads
- Trade Journals



Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years	8%	84%	8%

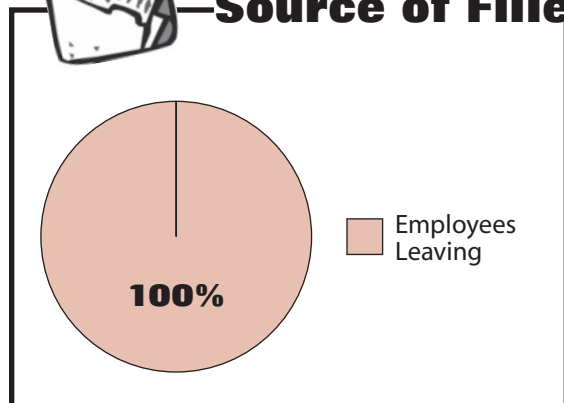


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	100%			12 to 60 Months (Avg. 36)
Other Occupational Experience Accepted	17%	83%		24 Months Human Resources
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	8%	92%		



Source of Filled Vacancies



Local Training Providers

California Baptist University
 California State University San Bernardino
 Chapman University
 Corona-Norco Adult Education
 College of the Desert
 Healthcare Innovations, Inc.
 La Sierra University
 Park University
 University of California Riverside
 University of California Riverside Extension
 University of Redlands
 University of Phoenix
 San Bernardino Valley College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Analyze compensation policies, government regulations, and prevailing wage rates to develop competitive compensation plan.
- Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.



Description

Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information. May program web sites.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00 – \$0.00	\$14.38-\$16.78	\$0.00	\$15.58
New Hires, Experience	\$19.83-\$24.00	\$14.38-\$22.00	\$23.72	\$20.79
Experienced, After 3 Years with Firm	\$22.15-\$28.00	\$19.18-\$28.77	\$26.43	\$23.97

*Union wages may be higher than non-union wages.

Of the firm responding 75% were non-union, 25% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	33%	0%	40%	0%	0%	0%	27%	100%
Dental	20%	0%	33%	0%	7%	0%	40%	100%
Vision	27%	0%	33%	0%	0%	0%	40%	100%
Life	20%	0%	40%	0%	0%	0%	40%	100%
Sick Leave	60%	0%	7%	0%	0%	0%	33%	100%
Vacation	73%	0%	7%	0%	0%	0%	20%	100%
Retirement	27%	0%	27%	0%	0%	0%	47%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- ☐ Full-time average of 40 hours per week
- ☐ Part-time average of 20 hours per week
- ☐ Shifts: Day 100%, Swing 6%, Graveyard 6%
- ☐ 77% of the employees are male and 23% are female.
- ☐ Full-time 94%, Part-time 6%

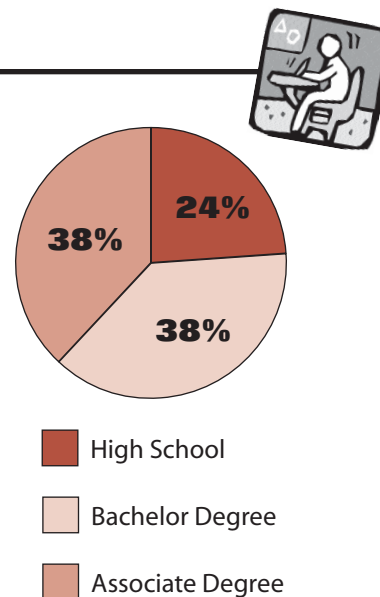


Recruitment Methods

Most successful methods of recruitment:

- ☐ Newspaper Ads
- ☐ Walk-In Applicants
- ☐ Internet

Education



soc code 151021 • 16 firms responding • representing 52 employees



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- Size of Occupation: 1,650-**medium**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **18%**. This rate is slower than Region's rate of 24.6%.
- Estimated job openings **580**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		88%	13%
Projected Over the Next 2 Years		62%	38%

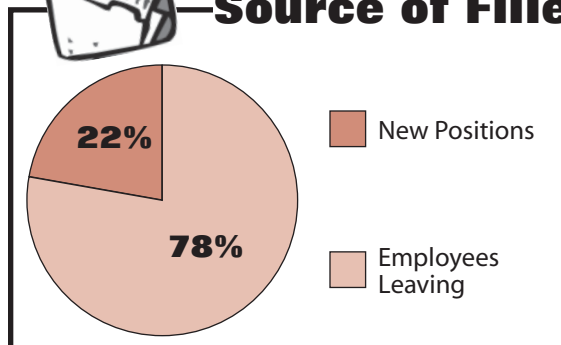


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	87%	13%		12 to 48 Months (Avg. 28)
Other Occupational Experience Accepted	14%	86%		24 to 60 Months (Avg. 42) as Machinist
Technical or Vocational Training Required	38%	62%		12 to 24 Months (Avg. 18)
Training in Lieu of Experience	14%	86%		12 Months



Source of Filled Vacancies



Local Training Providers

Chapman University
Computer Career Connection Inc.
Future-Net
Net 10 Technologies Inc.
Park University
Software Education Of America
Training Technologies College

California State University, San Bernardino
COMPUSA Inc. Technology Training
Crafton Hills Community College
Hemet Adult School
New Horizons Computer Learning Center
Perris Community Adult School
Somos Hermanas Unida, Business & Education



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of computer hardware and software.
- Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics.
- Ability to write computer programs.
- Able to test and inspect software. Evaluate quality or performance.
- Analyze needs and requirements when designing products.



Description

Inspect structures using engineering skills to determine structural soundness and compliance with specifications, building codes, and other regulations. Inspections may be general in nature or may be limited to a specific area, such as electrical systems or plumbing.



Wages and Benefits

* All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00 – \$0.00	\$0.00 – \$0.00	\$0.00	\$0.00
New Hires, Experience	\$17.01-\$29.73	\$17.26-\$21.07	\$23.30	\$20.09
Experienced, After 3 Years with Firm	\$20.12-\$34.22	\$19.73-\$24.26	\$26.43	\$21.24

Of the firm responding 25% were non-union, 75% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	69%	0%	31%	0%	0%	0%	0%	100%
Dental	81%	0%	19%	0%	0%	0%	0%	100%
Vision	81%	0%	19%	0%	0%	0%	0%	100%
Life	81%	0%	19%	0%	0%	0%	0%	100%
Sick Leave	100%	0%	0%	0%	0%	0%	0%	100%
Vacation	100%	0%	0%	0%	0%	0%	0%	100%
Retirement	38%	0%	56%	0%	0%	0%	6%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	100%	100%



Work Patterns

Of responding firms:

- Full-time 95%, average of 40 hours per week
- Part-Time 5%, average of 20 hours per week.
- Shifts: Day 100%
- 95% of the employees are male and 5% are female.
- Full-time 95%, Part-Time 5%

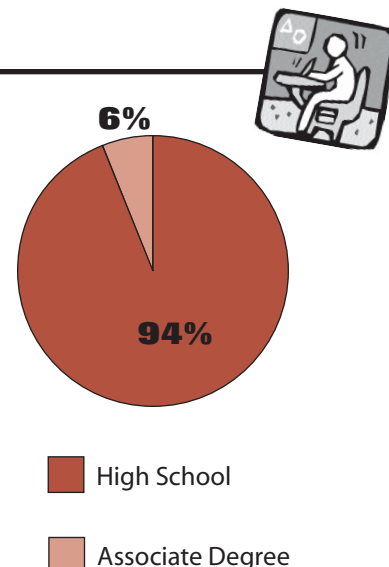


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Private Employment Agencies

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			



Size and Trends

- Size of Occupation: 630, **small**.
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **26%**. This rate **averages** the region's rate of 24.6%.
- Estimated job openings **230**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		94%	6%
Projected Over the Next 2 Years		88%	13%

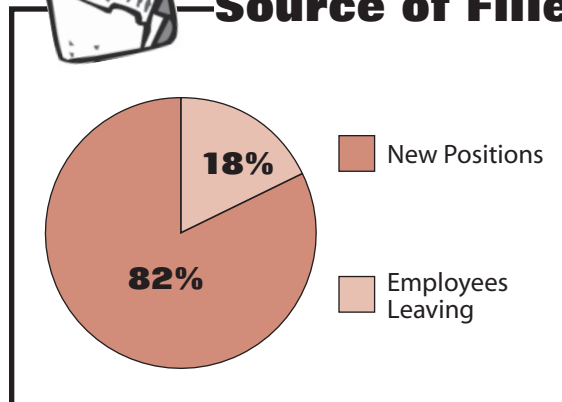


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	100%			3 to 36 Months (Avg. 25)
Other Occupational Experience Accepted	25%	75%		Building Trades
Technical or Vocational Training Required	19%	81%		28 Months Building Inspector
Training in Lieu of Experience	19%	81%		



Source of Filled Vacancies



Local Training Providers

Appraisal Training School
 Budget Contractors License
 Contractor's License Exam Center, Inc.
 Contractor's State License Center
 Contractor's State License School



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- Review and interpret plans, blueprints, site layouts, specifications, and construction methods to ensure compliance to legal requirements and safety regulations



Description

Prepare and cook large quantities of food for institutions, such as schools, hospitals, or cafeterias.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00 – \$0.00	\$7.00 – \$7.55	\$0.00	\$7.28
New Hires, Experience	\$8.64-\$14.80	\$7.10-\$11.16	\$10.88	\$8.00
Experienced, After 3 Years with Firm	\$9.00-\$16.84	\$8.50-\$13.14	\$11.63	\$9.27

*Union wages may be higher than non-union wages.

Of the firm responding 56% were non-union, 44% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	47%	14%	53%	43%	0%	0%	0%	43%
Dental	53%	14%	33%	29%	13%	0%	0%	57%
Vision	53%	29%	27%	14%	13%	0%	7%	57%
Life	47%	29%	20%	14%	13%	0%	20%	57%
Sick Leave	93%	43%	0%	0%	0%	0%	7%	57%
Vacation	100%	57%	0%	0%	0%	0%	0%	43%
Retirement	40%	0%	33%	29%	7%	14%	20%	57%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time 59%, average of 39 hours per week
- Part-Time 39% average of 19 hours per week.
- Temp/On Call 2%, average of 16 hours per week.
- Shifts: Day 100% Swing 29%
- 67% of the employees are female and 33% are male.



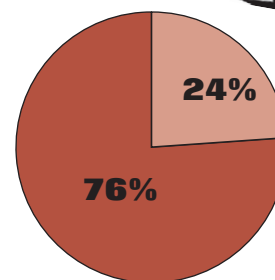
Recruitment Methods

Most successful methods of recruitment:

- Newspaper Ads
- Walk-In Applicants
- In-House Promotion or Transfer



Education



- High School
- Less than High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

- Size of Occupation: 2,320-**medium**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **13%**. This rate is **slower than** region's rate of 24.6%.
- Estimated job openings **670**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		82%	18%
Projected Over the Next 2 Years		82%	18%



Training and Experience

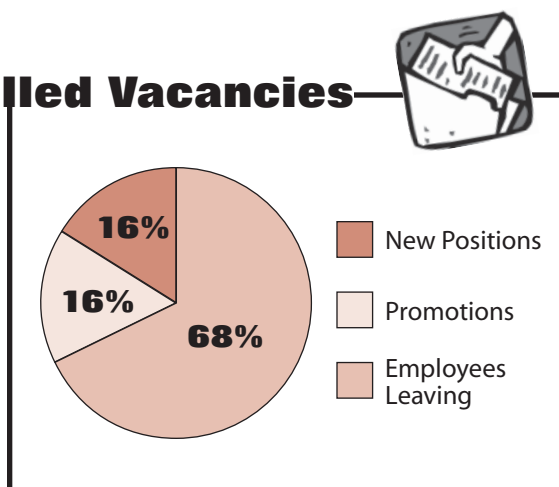
Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	88%	12%		6 to 12 Months (Avg. 12)
Other Occupational Experience Accepted	47%	53%		3 to 24 Months (Avg. 12)
Technical or Vocational Training Required	24%	70%	6%	3 to 12 Months (Avg. 5)
Training in Lieu of Experience	60%	40%		3 to 24 Months (Avg. 12)

Source of Filled Vacancies



Local Training Providers

Apple Valley ROP
 Lucerne Valley Adult School
 Snowline ROP
 Fontana Unified School District
 Riverside County ROP
 University of California Riverside



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Plan menus that are varied, nutritionally balanced, and appetizing, taking advantage of foods in season and local availability
- Clean, cut, and cook meat, fish, and poultry.
- Compile and maintain records of food use and expenditures
- Operation and Control - Controlling operations of equipment or systems
- Coordination - Adjusting actions in relation to others' actions.



Description

Prepare cost estimates for product manufacturing, construction projects, or services to aid management in bidding on or determining price of product or service. May specialize according to particular service performed or type of product manufactured.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$10.00 – \$17.98	\$13.99
New Hires, Experience	\$11.00 – \$31.16	\$18.13
Experienced, After 3 Years with Firm	\$13.00 – \$35.96	\$22.48

*Most employees recieved tips.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	43%	0%	50%	0%	7%	0%	0%	0%
Dental	43%	0%	43%	0%	7%	0%	7%	0%
Vision	29%	0%	36%	0%	0%	0%	36%	0%
Life	43%	0%	29%	0%	0%	0%	29%	0%
Sick Leave	50%	0%	0%	0%	7%	0%	43%	0%
Vacation	79%	0%	0%	0%	0%	0%	21%	0%
Retirement	17%	0%	14%	0%	36%	0%	36%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Of Responding Firms:
- Full-time 100%, average of 40 hours per week
- Shifts: Day 100%
- 69% of the employees are male and 31% are female.
- Full-time 100%

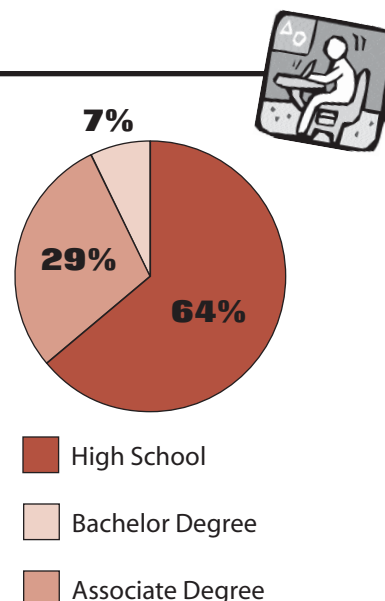


Recruitment Methods

Most successful methods of recruitment:

- Private Employment Agencies
- Newspaper Ads
- Employee Referrals
- Trade Journals

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: 1,590, **small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **29%**. This rate is faster than average. County rate of 24.6%.
- Estimated job openings **370**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	14%	86%	
Projected Over the Next 2 Years		85%	15 %

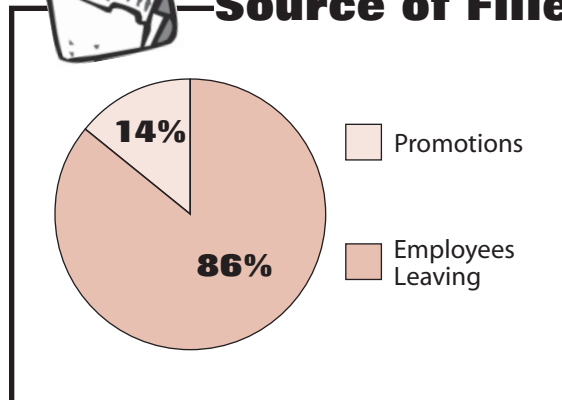


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	79%	7%	14%	24 to 60 Months (Avg. 30)
Other Occupational Experience Accepted	23%	77%		
Technical or Vocational Training Required	21%	79%		12 to 24 Months (Avg. 16) Engineering Courses
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

BMR Training Centers
 California Baptist University
 California State University San Bernardino
 Central State University
 Computer Career Connection
 Contractors State License Center
 Healthcare Innovations, Inc.
 Intercoast Colleges
 La Sierra University
 Larson Training Centers, Inc.
 Mount San Jacinto College
 Palo Verde College
 Summit Career Colleges
 University of California Riverside
 University of California Riverside Extension
 Westech College
 University of Phoenix



Skills and Other Qualifications

- Employers reported the following skills and/or other qualifications as being important for this occupation:**
- Analyze blueprints and other documentation to prepare time, cost, materials, and labor estimates.
 - Assess cost effectiveness of products, projects or services, tracking actual costs relative to bids as the project develops.



Description

Operate mechanical boom and cable or tower and cable equipment to lift and move materials, machines, or products in many directions.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00 – \$0.00	\$11.00 – \$20.00	\$0.00	\$15.50
New Hires, Experience	\$17.24-\$44.87	\$12.05-\$20.00	\$31.06	\$14.00
Experienced, After 3 Years with Firm	\$19.57-\$44.87	\$13.00-\$24.00	\$32.22	\$16.75

*Union wages may be higher than non-union wages.

Of the firm responding 75% were non-union, 25% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	33%	0%	56%	0%	0%	0%	11%	0%
Dental	22%	0%	56%	0%	0%	0%	22%	0%
Vision	11%	0%	56%	0%	0%	0%	33%	0%
Life	33%	0%	22%	0%	0%	0%	44%	0%
Sick Leave	78%	0%	0%	0%	0%	0%	22%	0%
Vacation	78%	0%	0%	0%	0%	0%	22%	0%
Retirement	33%	0%	22%	0%	22%	0%	22%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time average of 40% hours per week
- Shifts: Day 100%, Swing 44%, Other (Nights)11%
- 95% of the employees are male and 5% are female.
- Full-time 100%

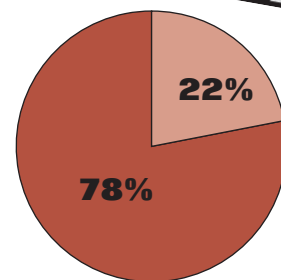


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

Education



- High School
- Less than High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- Size of Occupation: 290-**small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **35%**. This rate is **faster than** Region's rate of 24.6%.
- Estimated job openings **110**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years	11%	56%	33 %

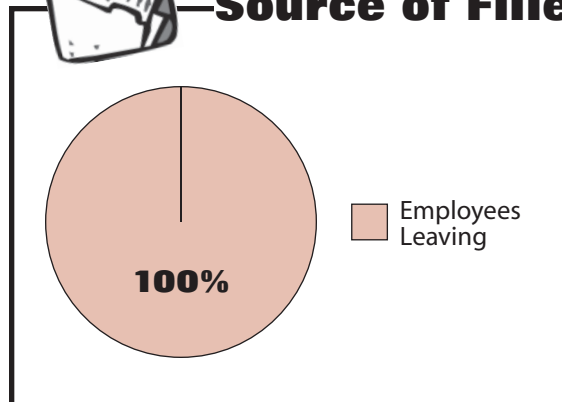


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	78%	11%	11%	6 to 24 Months (Avg. 22)
Other Occupational Experience Accepted	13%	87%		24 Months
Technical or Vocational Training Required	33%	67%		3 to 36 Months (Avg. 15) Operator" License or certificate
Training in Lieu of Experience	37%	63%		3 to 6 Months (Avg. 4)



Source of Filled Vacancies



Local Training Providers

Deep Creek Construction School



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Operate, control, and maintain equipment.
- Maintain equipment on a routine basis. Determine when and what kind of maintenance is needed.
- Must have excellent depth perception.
- Must have good eye-hand coordination



Description

Plan and conduct food service or nutritional programs to assist in the promotion of health and control of disease. May supervise activities of a department providing quantity food services, counsel individuals, or conduct nutritional research.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.00 – \$19.18	\$19.18
New Hires, Experience	\$9.00 – \$23.97	\$21.23
Experienced, After 3 Years with Firm	\$10.00 – \$28.77	\$23.64

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	31%	0%	69%	50%	0%	0%	0%	50%
Dental	31%	0%	69%	50%	0%	0%	0%	50%
Vision	25%	0%	69%	50%	0%	0%	6%	50%
Life	44%	0%	38%	50%	0%	0%	19%	50%
Sick Leave	75%	50%	19%	0%	0%	0%	6%	50%
Vacation	75%	50%	19%	0%	0%	0%	6%	50%
Retirement	13%	0%	56%	50%	13%	0%	19%	50%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 100%, Average of 40 hours per week
- Part-time 100%, Average of 24 hours per week
- Shifts: Day 100%, Swing: 25%
- 18% of the employees are male and 82% are female.
- Full-time 95%, Part-time 5%

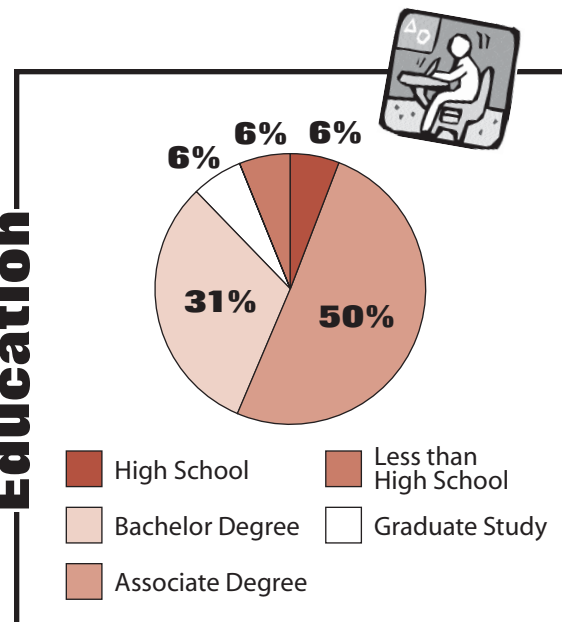


Recruitment Methods

Most successful methods of recruitment:

- Trade Journals
- Newspaper Ads
- Internet

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- Size of Occupation: 390, **small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **26%**. This rate is **average** the Region's rate of 24.6%.
- Estimated job openings **370**.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		87%	13%
Projected Over the Next 2 Years		93%	7%

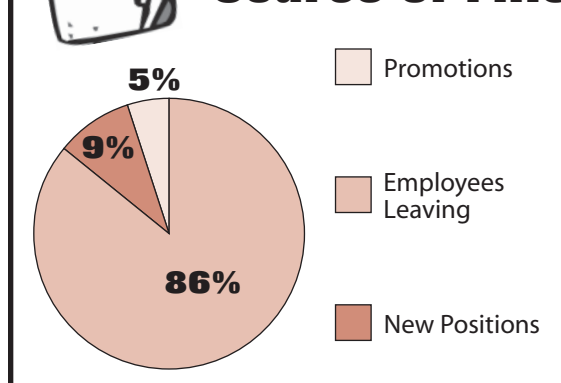


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	75%	13%	13%	9 to 12 Months (Avg. 18)
Other Occupational Experience Accepted		100%		
Technical or Vocational Training Required	14%	86%		
Training in Lieu of Experience	14%	81%		



Source of Filled Vacancies



Local Training Providers

California Baptist University
 California State University
 Center for Training and Development
 College of the Desert
 International Sports Sciences Association
 Loma Linda
 University of California
 University of Redlands



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Assess nutritional needs, diet restrictions and current health plans to develop and implement dietary-care plans and provide nutritional counseling.
- Counsel individuals and groups on basic rules of good nutrition, healthy eating habits, and nutrition monitoring to improve their quality of life.
- Inspect meals served for conformance to prescribed diets and standards of palatability and appearance.



Description

Adult/Day Care Center Directors instruct children in activities designed to promote social, physical, and intellectual growth. Plans individual and group activities to stimulate growth in language, social, and motor skills, such as learning to listen to instructions, playing with others and using play equipment. May be required to have certification from state.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75 – \$8.50	\$8.00
New Hires, Experience	\$7.25 – \$16.00	\$13.42
Experienced, After 3 Years with Firm	\$10.00 – \$19.00	\$15.13

*Union wages may be higher than non-union wages.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	35%	33%	59%	0%	0%	0%	6%	67%
Dental	29%	33%	29%	0%	0%	0%	35%	67%
Vision	29%	33%	24%	0%	0%	0%	41%	67%
Life	47%	33%	0%	0%	0%	0%	53%	67%
Sick Leave	65%	0%	6%	0%	0%	0%	29%	100%
Vacation	71%	0%	6%	0%	0%	0%	24%	100%
Retirement	12%	0%	6%	0%	18%	0%	65%	100%
Child Care	6%	0%	65%	33%	0%	0%	29%	67%
Other	22%	50%	0%	0%	0%	0%	78%	50%



Work Patterns

Of responding firms:

- Full-time 88%, average of 40 hours per week
- Part-Time 9%, average of 26 hours per week.
- Temp/On Call 2%, average of 8 hours per week.
- Shifts: Day 100% Other (Evenings & weekends) 12%
- 92% of the employees are female and 8% are male.

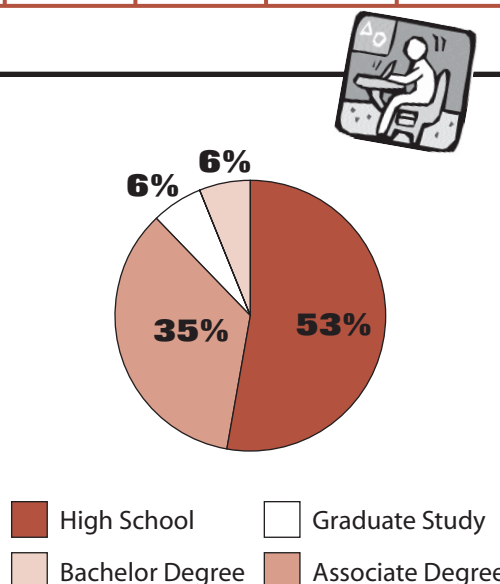


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Colleges & Universities

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		82%	18%
Projected Over the Next 2 Years		82%	18%

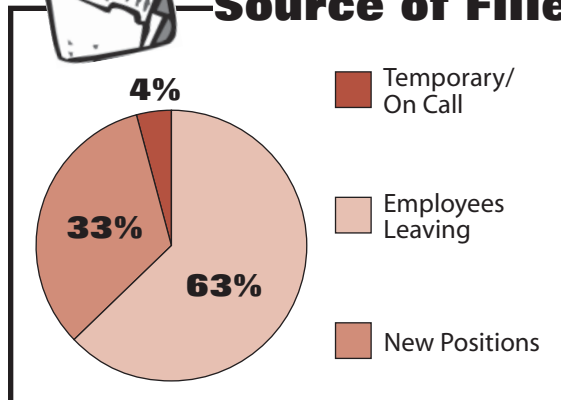


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	70%	6%	24%	6 to 60 Months (Avg. 24)
Other Occupational Experience Accepted	27%	73%		6 to 12 Months (Avg. 9)
Technical or Vocational Training Required	47%	47%	6%	6 to 24 Months (Avg. 17)
Training in Lieu of Experience	37%	63%		6 to 36 Months (Avg. 14)



Source of Filled Vacancies



Local Training Providers

California State University San Bernardino
University of California Riverside
Riverside Community College
San Jacinto Community College
San Bernardino Valley College
Crafton Hill Community College
Chaffey College
College of the Desert



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Time Management-Managing one's own time and the time of others
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Personnel and Human Resources - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.



Description

Counsel individuals and provide group educational and vocational guidance services.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$15.67-\$23.59	\$15.82-\$15.82	\$18.75	\$15.82
New Hires, Experience	\$17.91-\$26.93	\$16.11-\$31.77	\$22.58	\$21.58
Experienced, After 3 Years with Firm	\$18.42-\$33.61	\$18.46-\$37.63	\$24.99	\$24.93

Of the firm responding 31% were non-union, 69% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	75%	50%	25%	25%	0%	0%	0%	25%
Dental	75%	50%	25%	25%	0%	0%	0%	25%
Vision	63%	50%	25%	25%	0%	0%	13%	25%
Life	50%	50%	25%	25%	0%	0%	25%	25%
Sick Leave	100%	50%	0%	0%	0%	0%	0%	50%
Vacation	81%	50%	6%	0%	0%	0%	13%	50%
Retirement	13%	0%	56%	75%	0%	0%	31%	25%
Child Care	6%	0%	0%	0%	0%	0%	91%	100%
Other	13%	0%	0%	0%	0%	0%	88%	100%



Work Patterns

Of responding firms:

- Full-time 75%, Average of 38 hours per week
- Part-time 25%, Average of 19 hours per week
- Shifts: Day 100%, Swing: 6%
- 29% of the employees are male and 71% are female.
- Full-time 75%, Part-time 25%



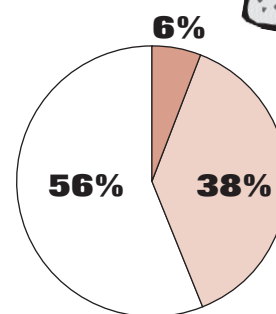
Recruitment Methods

Most successful methods of recruitment:

- Colleges/Universities
- Newspaper Ads
- Internet

36

Education



- Graduate Study
- Associate Degree
- Bachelor Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	56%	31
Projected Over the Next 2 Years		87%	13 %

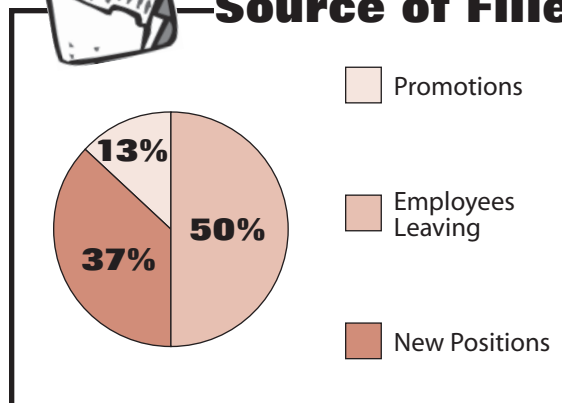


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	56%	25%	19%	12 to 36 Months (Avg. 22)
Other Occupational Experience Accepted	17%	83%		
Technical or Vocational Training Required	25%	75%		
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

California Baptist University
 College of the Desert
 California State University
 Chapman University
 Park University
 University of Redlands
 University of California Extension
 University of California
 University of Phoenix



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Counsel individuals to help them understand and overcome personal, social, or behavioral problems affecting their educational or vocational situations.
- Counsel students regarding educational issues such as course and program selection, class scheduling, school adjustment, truancy, study habits, and career planning.
- Evaluate individuals' abilities, interests, and personality characteristics using tests, records, interviews, and professional sources.
- Some employers require Credentials



Description

Design, develop, test, or supervise the manufacturing and installation of electrical equipment, components, or systems for commercial, industrial, military, or scientific use.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$8.00 – \$8.00	\$8.00
New Hires, Experience	\$11.00 – \$29.00	\$22.58
Experienced, After 3 Years with Firm	\$12.00 – \$35.00	\$26.30

*Union wages may be higher than non-union wages.

Of the firm responding 87% were non-union and 13% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	50%	0%	50%	0%	0%	0%	0%	0%
Dental	50%	0%	50%	0%	0%	0%	0%	0%
Vision	50%	0%	38%	0%	0%	0%	13%	0%
Life	63%	0%	25%	0%	0%	0%	13%	0%
Sick Leave	88%	0%	13%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%	13%	0%
Retirement	13%	0%	25%	0%	38%	0%	25%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	100%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Average of 40 hours per week
- Shifts: Day 100%
- 89% of the employees are male and 11% are female.
- Full-time 100%

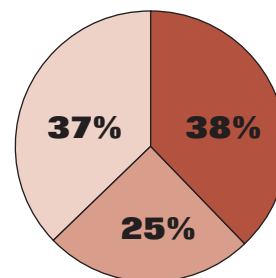


Recruitment Methods

Most successful methods of recruitment:

- Newspaper Ads
- Private Employment Agencies
- Walk-In Applicants
- Employee Referrals

Education



- High School
- Bachelor Degree
- Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		63%	37%
Projected Over the Next 2 Years		88%	12%

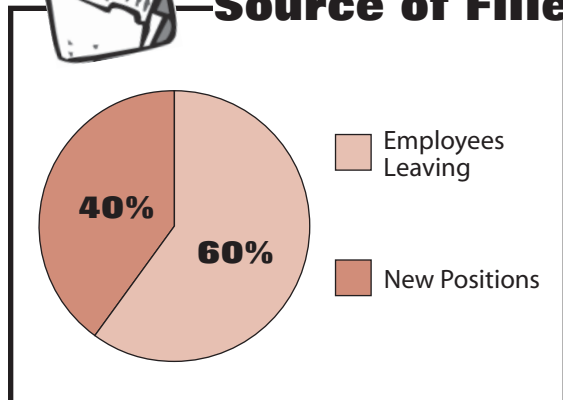


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	88%		12%	12 to 60 Months (Avg. 36)
Other Occupational Experience Accepted	14%	86%		12 Months
Technical or Vocational Training Required	13%	75%	12%	12 to 36 Months (Avg. 24)
Training in Lieu of Experience	25%	75%		12 Months



Source of Filled Vacancies



Local Training Providers

University of California, Riverside
California State University, Pomona



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Engineering and Technology: Knowledge of how to build machines, buildings, and other things. Also includes knowledge of how to use computers, machines, and tools to do work more usefully.
- Mathematics: Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics.
- Computers and Electronics: Knowledge of computer hardware and software.
- Design: Knowledge of making and using plans, blueprints, drawings, and models.
- Analyze needs and requirements when designing products.
- Design equipment and technology to meet user needs.



Description

Assist Escrow Officer in preparing escrow documents. Prepares letters, forms, checks, and other documents used for escrow accounts. Answers customer questions regarding escrow accounts or instructions.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$8.05 – \$10.36	\$8.50
New Hires, Experience	\$7.75 – \$11.51	\$9.63
Experienced, After 3 Years with Firm	\$10.25 – \$14.38	\$12.33

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	36%	0%	64%	33%	0%	0%	0%	67%
Dental	9%	0%	55%	33%	0%	0%	36%	67%
Vision	9%	0%	27%	0%	0%	0%	64%	100%
Life	9%	0%	27%	0%	0%	0%	64%	100%
Sick Leave	91%	33%	0%	0%	0%	0%	9%	100%
Vacation	100%	33%	0%	0%	0%	0%	10%	67%
Retirement	18%	0%	0%	0%	9%	0%	73%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- ☐ Full-time 100%, average of 40 hours per week
- ☐ Part-time 100%, average of 28 hours per week.
- ☐ Shifts: Day 100%
- ☐ 9% of the employees are male and 91% are female.
- ☐ Full-time 93%, Part-time 7%



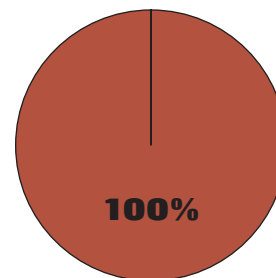
Recruitment Methods

Most successful methods of recruitment:

- ☐ Employees Referrals
- ☐ Newspaper Ads
- ☐ Private Employment Agencies

40

Education



High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		50%	50%
Projected Over the Next 2 Years	8%	75%	17%

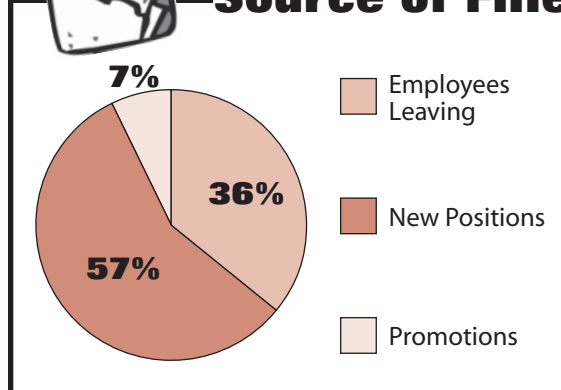


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	50%	17	33%	12 Months
Other Occupational Experience Accepted	60%	40%		12 - 24 Months (Avg. 12)
Technical or Vocational Training Required		100%		3 to 8 Months (Avg. 6)
Training in Lieu of Experience	40%	60%		



Source of Filled Vacancies



Local Training Providers

BMR Training Centers
Mercury Real Estate School
Intercoast Colleges
Sage College
Mount San Jacinto College
Palo Verde College
University of California Extension



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Experience in Residential Real-estate Contracts



Description

Holds in escrow, funds, legal papers, and other collateral posted by contracting parties to ensure fulfillment of contracts or trust agreements. Prepares escrow agreement. Executes terms of contract or trust agreement, such as holding money or legal papers, paying off mortgages, or paying sums to designated parties.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$20.14 – \$20.14	\$20.14
New Hires, Experience	\$11.51 – \$20.62	\$16.30
Experienced, After 3 Years with Firm	\$16.00 – \$23.75	\$19.66

*Other compensation may include bonus.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	25%	0%	58%	0%	0%	0%	17%	100%
Dental	8%	0%	50%	0%	0%	0%	42%	100%
Vision	0%	0%	25%	0%	0%	0%	75%	100%
Life	8%	0%	25%	0%	0%	0%	67%	100%
Sick Leave	58%	0%	0%	0%	0%	0%	42%	100%
Vacation	67%	100%	0%	0%	0%	0%	33%	0%
Retirement	17%	0%	8%	0%	8%	0%	67%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- ☐ Full-time average of 40 hours per week
- ☐ Part-time average of 25 hours per week.
- ☐ Shifts: Day 100%
- ☐ 17% of the employees are male and 83% are female.
- ☐ Full-time 92%, Part-Time 8%

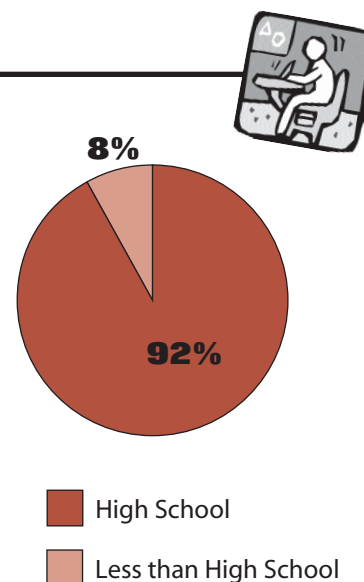


Recruitment Methods

Most successful methods of recruitment:

- ☐ Employee Referrals
- ☐ Newspaper Ads
- ☐ Walk-In Applicants

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		67%	33%
Projected Over the Next 2 Years		83%	17%

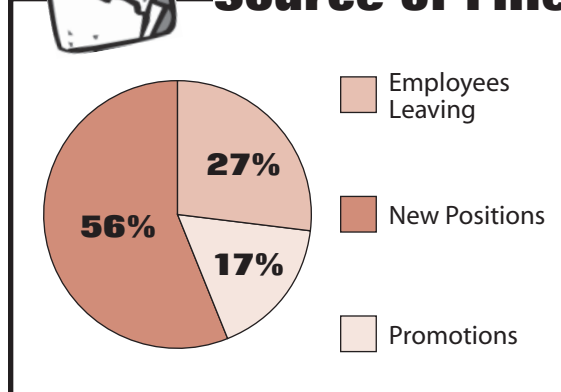


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	83%	9%	8%	12 to 36 Months (Avg. 25)
Other Occupational Experience Accepted	30%	70%		24 to 36 Months (Avg. 28)
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	9%	91%		12 Months



Source of Filled Vacancies



Local Training Providers

Upon completion of our research, no training provider was found in the Inland Empire.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Able to express ideas clearly when speaking or writing.
- ☐ Ability to listen to others, understands, and asks questions.
- ☐ Ability to read and understand work-related materials
- ☐ Be responsible for the work done by the Escrow Clerks they supervise.



Description

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing of fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair system.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$12.00 – \$12.00	\$12.00
New Hires, Experience	\$15.00 – \$18.00	\$17.26
Experienced, After 3 Years with Firm	\$19.00 – \$22.00	\$20.76

Of the firm responding 83% were non-union and 17% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	17%	0%	83%	0%	0%	0%	0%	100%
Dental	17%	0%	67%	0%	0%	0%	17%	100%
Vision	17%	0%	50%	0%	0%	0%	33%	100%
Life	33%	0%	33%	0%	0%	0%	33%	100%
Sick Leave	50%	0%	0%	0%	0%	0%	50%	100%
Vacation	83%	0%	0%	0%	0%	0%	17%	100%
Retirement	0%	0%	33%	0%	17%	0%	50%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 39 hours per week
- Part-time average of 24 hours per week
- Temporary/On-Call average of 30 hours per week
- Shifts: Day 100% Swing 17% Graveyard 17%
- 97% of the employees are male and 3% are female.
- Full-time 94%, Part-time 3%, Temporary/On Call 3%

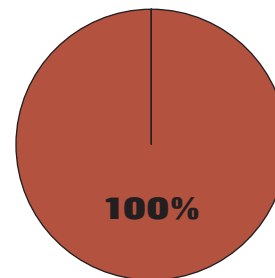


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Private Employment Agencies
- Union Hall Referrals

Education



High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	17%	83%	
Projected Over the Next 2 Years		83%	17%

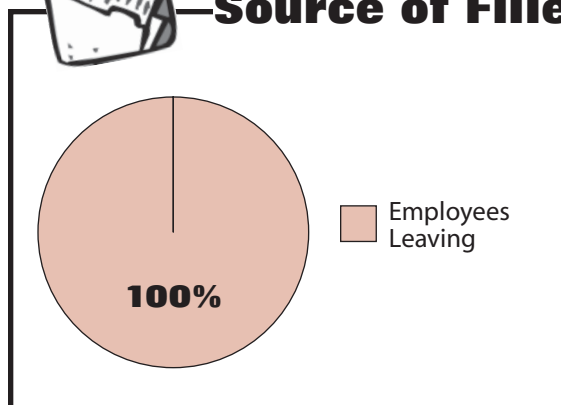


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	83%		17%	24 to 60 Months (Avg. 38)
Other Occupational Experience Accepted	67%	33%		36 to 60 Months (Avg. 42)
Technical or Vocational Training Required	17%	83%		
Training in Lieu of Experience	33%	67%		2 to 9 Months (Avg. 6)



Source of Filled Vacancies



Local Training Providers

Upon completion of our research for this occupation, no providers were found in the Inland Empire.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Ability to install equipment, machines, wiring, or programs to meet specifications.
- Ability to determine causes of operating errors and deciding what to do about it.
- Able to perform routine maintenance on equipment and determining when and what kind of maintenance is needed.



Description

Supervise work activities of cleaning personnel in hotels, hospitals, offices, and other establishments.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.25- \$7.25	\$7.25
New Hires, Experience	\$7.25- \$13.66	\$9.00
Experienced, After 3 Years with Firm	\$7.75- \$13.66	\$10.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	20%	100%	53%	0%	0%	0%	27%	0%
Dental	27%	100%	40%	0%	0%	0%	33%	0%
Vision	13%	0%	40%	0%	0%	0%	47%	100%
Life	13%	0%	33%	0%	0%	0%	53%	100%
Sick Leave	53%	100%	13%	0%	0%	0%	33%	0%
Vacation	73%	100%	13%	0%	0%	0%	13%	0%
Retirement	20%	100%	20%	0%	0%	0%	40%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	33%	0%	67%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 39% hours per week
- Part-time average of 30% hours per week
- Shifts: Day 100% Swing 20%
- 24% of the employees are male and 76% are female.
- Full-time 84%, Part-time 16%

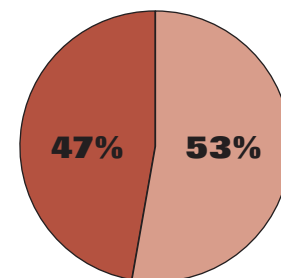


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

Education



High School
Less than High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years		100%	

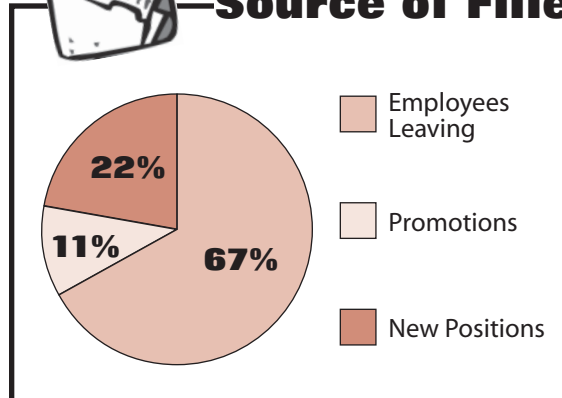


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	93%		7%	3 to 36 Months (Avg. 14)
Other Occupational Experience Accepted	13%	87%		6 Months
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	33%	67%		6 to 12 Months (Avg. 8)



Source of Filled Vacancies



Local Training Providers

San Bernardino County ROP



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Express ideas clearly when speaking or writing.
- Motivate, develop, and direct people as they work.
- Manage the time of self and others.
- Obtain needed equipment, facilities, and materials and oversee their use.



Description

Supervise and coordinate the activities of clerical and administrative support workers.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$8.63 – \$8.63	\$8.63
New Hires, Experience	\$10.00 – \$21.58	\$15.50
Experienced, After 3 Years with Firm	\$12.71 – \$23.97	\$17.26

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	23%	0%	77%	0%	0%	0%	0%	0%
Dental	38%	0%	54%	0%	0%	0%	8%	100%
Vision	8%	0%	46%	0%	0%	0%	46%	100%
Life	31%	0%	38%	0%	0%	0%	31%	100%
Sick Leave	77%	0%	0%	0%	0%	0%	23%	100%
Vacation	85%	0%	0%	0%	0%	0%	15%	100%
Retirement	8%	0%	15%	0%	0%	0%	46%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	100%



Work Patterns

Of responding firms:

- Full-time average of 40 hours per week
- Part-time average of 20 hours per week
- Shifts: Day 100% Swing 8% Graveyard 8%
- 26% of the employees are male and 74% are female.
- Full-time 87%, Part-time 13%

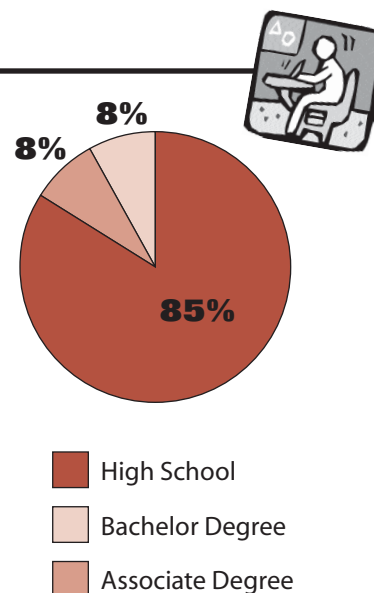


Recruitment Methods

Most successful methods of recruitment:

- In-House Promotion or Transfer
- Newspaper Ads
- Walk-In Applicants

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years		100%	

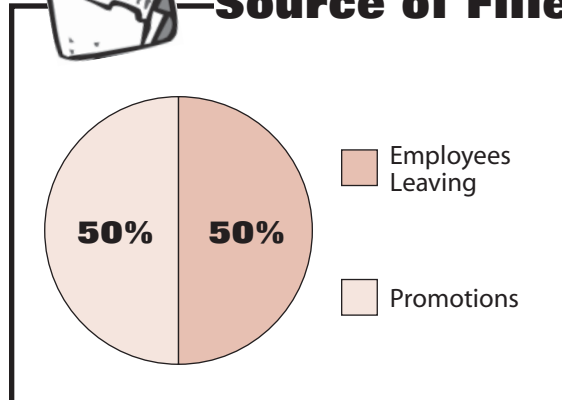


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	84%	8%	8%	12 to 60 Months (Avg. 21)
Other Occupational Experience Accepted	33%	67%		12 to 60 Months (Avg. 24)
Technical or Vocational Training Required	17%	83%		12 to 24 Months (Avg. 18)
Training in Lieu of Experience	8%	92%		12 Months



Source of Filled Vacancies



Local Training Providers

Goodwill Industries of the Inland Empire
 Palo Verde College
 Riverside Community College
 San Bernardino Valley College
 Summit Career College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Motivate, direct, and manage people as they work.
- Check how well one is learning or doing something.
- Knowledge of the department that is in charge of the relationship between a company and its employees. In particular, includes knowledge of the activities performed by the department.



Description

Supervise and coordinate the activities of production and operating workers, such as inspectors, precision workers, machine setters and operators, assemblers, fabricators, and plant and system operators.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75 – \$17.26	\$13.00
New Hires, Experience	\$6.75 – \$23.97	\$15.71
Experienced, After 3 Years with Firm	\$7.50 – \$33.24	\$18.62

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	31%	0%	63%	0%	0%	0%	6%	0%
Dental	19%	0%	63%	0%	0%	0%	19%	0%
Vision	13%	0%	44%	0%	0%	0%	44%	0%
Life	25%	0%	19%	0%	0%	0%	56%	0%
Sick Leave	56%	0%	6%	0%	0%	0%	38%	0%
Vacation	81%	0%	6%	0%	0%	0%	13%	0%
Retirement	19%	0%	25%	0%	13%	0%	44%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full Time Average of 41 hours per week
- Shifts: Day 100%, Swing 56%, Graveyard 19%
- 85% of the employees are male and 15% are female.
- Full-time 100%

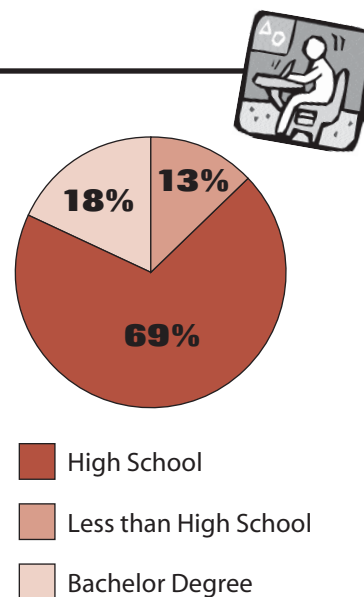


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Internet

Education



soc code 511011 • 16 firms responding • representing 149 employees



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- Size of Occupation: 4,830-**large**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **29%**. This rate is **faster than** Region's rate of 24.6%.
- Estimated job openings **1,930**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	74%	13%
Projected Over the Next 2 Years		87%	13%

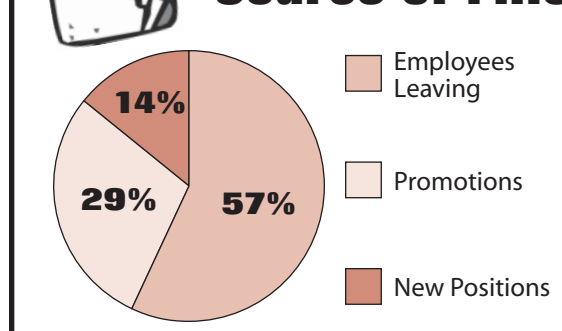


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	74%	13%	13%	12 to 60 Months (Avg. 25)
Other Occupational Experience Accepted	21%	79%		18 to 24 Months (Avg. 22)
Technical or Vocational Training Required	6%	94%		24 Months
Training in Lieu of Experience	29%	71%		3 to 12 Months (Avg. 10)



Source of Filled Vacancies



Local Training Providers

Allstate Services Environmental, Inc.
Embry-Riddle Aeronautical University



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Manage the time of self and others.
- Knowledge of managing the operations of a business, company, or group.
- Motivate, develop, and direct people as they work.
- Obtain needed equipment, facilities, and materials and oversee their use.
- Check how well one is learning or doing something.



Description

Plan, direct, or coordinate activities of an organization or department that serves food and beverages.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$12.00 – \$12.00	\$12.00
New Hires, Experience	\$10.00 – \$27.88	\$17.26
Experienced, After 3 Years with Firm	\$11.50 – \$31.54	\$20.14

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	27%	0%	73%	33%	0%	0%	0%	67%
Dental	33%	0%	67%	33%	0%	0%	0%	67%
Vision	40%	0%	60%	33%	0%	0%	0%	67%
Life	60%	0%	20%	0%	0%	33%	20%	67%
Sick Leave	80%	33%	13%	33%	0%	0%	7%	33%
Vacation	80%	33%	13%	33%	0%	0%	7%	33%
Retirement	27%	0%	47%	33%	7%	0%	20%	67%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	100%	100%



Work Patterns

Of responding firms:

- Full-time 88%, average of 40 hours per week
- Part-time 13%, average of 31 hours per week
- Shifts: Day 100%, Swing 44%
- 60% of the employees are male and 40% are female.
- Full-time 87%, Part-time 13%

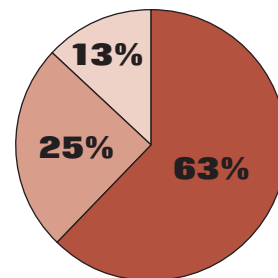


Recruitment Methods

Most successful methods of recruitment:

- Internet
- In-house Promotions or Transfers
- Newspaper Ads

Education



- High School
- Bachelor Degree
- Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	94%	
Projected Over the Next 2 Years		100%	

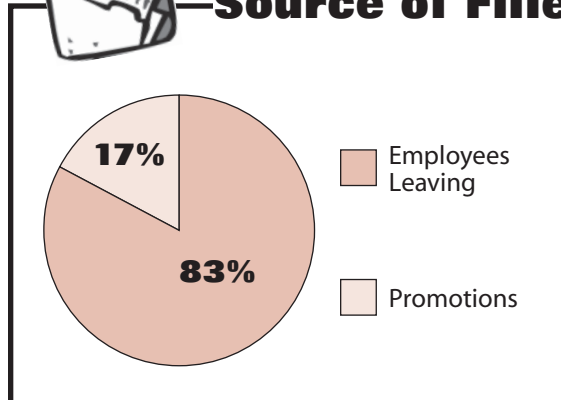


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	81%	6%	13%	6 to 60 Months (Avg. 22)
Other Occupational Experience Accepted	36%	64%		12 to 24 Months (Avg. 20)
Technical or Vocational Training Required	19%	81%		12 to 36 Months (Avg. 24)
Training in Lieu of Experience	13%	87%		24 Months



Source of Filled Vacancies



Local Training Providers

Culinary Academy
California Baptist University
California State University
Chapman University
University of Redlands



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Ability to hire and assign personnel, Food preparation skills, Public contact skills,
- Ability to maintain financial records, Problem solving skills.



Description

Perform variety of tasks during funeral, such as placing casket in parlor or chapel prior to service; arranging floral offerings or lights around casket; directing or escorting mourners; closing casket; and issuing and storing funeral equipment.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75 – \$10.00	\$7.50
New Hires, Experience	\$6.75 – \$10.00	\$8.50
Experienced, After 3 Years with Firm	\$8.00 – \$13.50	\$11.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	14%	0%	71%	0%	0%	0%	14%	100%
Dental	0%	0%	71%	0%	0%	0%	29%	100%
Vision	0%	0%	29%	0%	0%	0%	71%	100%
Life	29%	0%	29%	0%	0%	0%	43%	100%
Sick Leave	86%	0%	0%	0%	0%	0%	14%	100%
Vacation	71%	0%	0%	0%	0%	0%	29%	100%
Retirement	14%	0%	29%	0%	0%	0%	57%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 40 hours per week
- Part-time average of 20 hours per week.
- Temp/On Call 13% average of 15 hours per week.
- Shifts: Day 100% Other (Evenings and On Call) 25%
- 64% of the employees are male and 36% are female.
- Full-time 66%, Part-Time 29%, Temporary/ On Call 5%

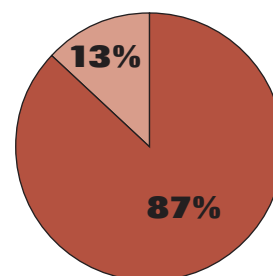


Recruitment Methods

Most successful methods of recruitment:

- Employee referrals
- Walk-In Applicants
- Newspaper Ads

Education



High School
Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		75%	25%
Projected Over the Next 2 Years		50%	50%

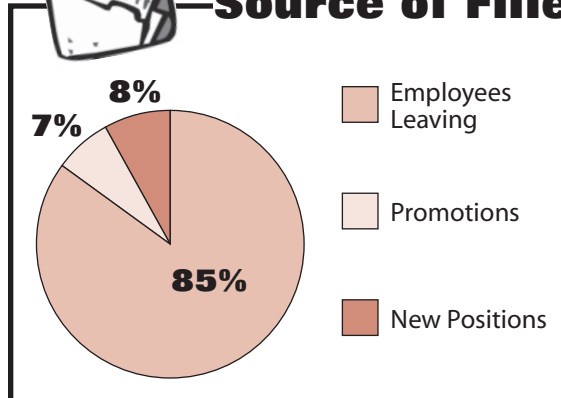


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	13%	50%	37%	6 to 12 Months (Avg. 14)
Other Occupational Experience Accepted	50%	50%		12 to 24 Months (Avg. 18)
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	25%	75%		6 Months



Source of Filled Vacancies



Local Training Providers

Upon completion of our research, no training provider was found in the Inland Empire.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of providing special services to customers based on their needs.
- Knowledge of people, their actions, and mental processes. This may include knowledge of how to treat emotional and behavioral problems.
- Able to use muscles to lift, push, pull, or carry heavy objects



Description

Perform various tasks to arrange and direct funeral services, such as coordinating transportation of body to mortuary for embalming, interviewing family or other authorized person to arrange details, selecting pallbearers, procuring official for religious rites, and providing transportation for mourners.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$8.00 – \$17.00	\$12.50
New Hires, Experience	\$7.00 – \$21.00	\$12.00
Experienced, After 3 Years with Firm	\$11.50 – \$30.00	\$15.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	60%	0%	40%	0%	0%	0%	14%	100%
Dental	10%	0%	40%	0%	10%	0%	40%	100%
Vision	20%	0%	20%	0%	10%	0%	50%	100%
Life	50%	0%	30%	0%	0%	0%	20%	100%
Sick Leave	90%	0%	0%	0%	0%	0%	10%	100%
Vacation	100%	0%	0%	0%	0%	0%	0%	100%
Retirement	50%	0%	20%	0%	0%	0%	30%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 92%, average of 40 hours per week
- Part-time 8%, average of 25 hours per week
- Shifts: Day 100%, On-Call: 40%
- 70% of the employees are male and 30% are female.
- Full-time 92%, Part-time 8%

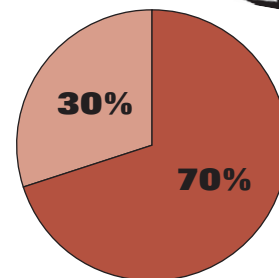


Recruitment Methods

Most successful methods of recruitment:

- Employees Referrals
- Newspaper Ads
- School, Program Referrals

Education



High School
Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		90%	10%
Projected Over the Next 2 Years	10%	50%	40%

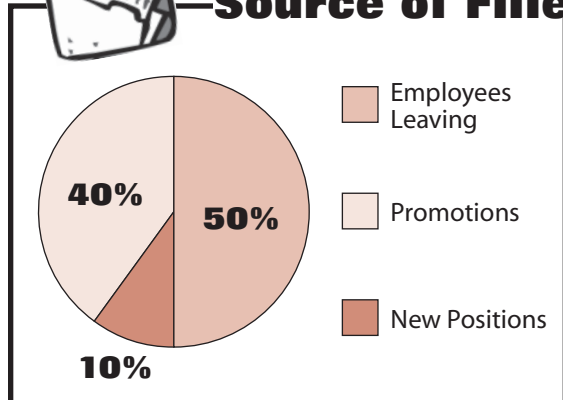


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	40%	20%	40%	6 to 36 Months (Avg. 17)
Other Occupational Experience Accepted	25%	75%		12 Months
Technical or Vocational Training Required	10%	70%	20%	12 Months Mortuary Science College
Training in Lieu of Experience	50%	50%		3 to 12 Months (Avg. 8)



Source of Filled Vacancies



Local Training Providers

Azusa Pacific University
 California Baptist University Extended Learning
 Central State University
 Chapman University
 La Sierra University
 Mount San Jacinto Palo Verde
 Palo Verde College
 Park University
 University of California
 University of California Extension
 University of Redlands
 University of Phoenix



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Deal with customers regarding very emotional matters.
- Have a high level of job-required social interaction.
- Obtain needed equipment, facilities materials, and oversee their use.



Description

Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.00 – \$8.50	\$7.50
New Hires, Experience	\$6.75 – \$9.25	\$8.43
Experienced, After 3 Years with Firm	\$7.00 – \$11.50	\$9.00

*Union wages may be higher than non-union wages. *Experienced Agents may receive bonuses.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	6%	0%	50%	25%	0%	0%	44%	75%
Dental	6%	0%	50%	25%	0%	0%	44%	75%
Vision	6%	0%	38%	13%	0%	0%	56%	88%
Life	13%	13%	38%	13%	0%	0%	50%	75%
Sick Leave	38%	13%	19%	0%	0%	0%	44%	88%
Vacation	63%	50%	25%	13%	0%	0%	13%	38%
Retirement	6%	0%	6%	0%	31%	25%	56%	75%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	60%	100%	40%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 37 hours per week
- Part-time average of 24 hours per week.
- Temp/On Call average of 8 hours per week.
- Shifts: Day 100% Swing 94% Graveyard 81%.
- 31% of the employees are male and 69% are female.
- Full-time 83%, Part-Time 16%, Temporary/On Call 1%

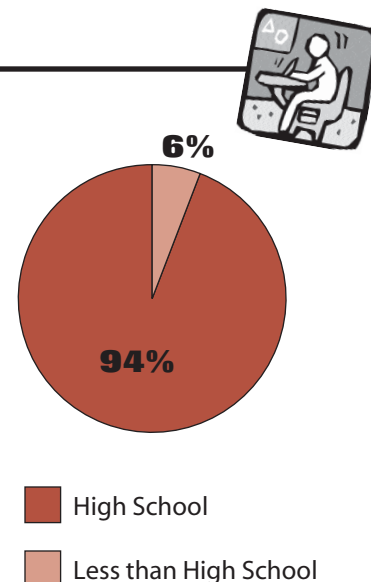


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

- Size of Occupation: 1,660- **medium**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **26%**. This rate is **average** to the regions' rate of 24.6%.
- Estimated job openings 720

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		81%	19%
Projected Over the Next 2 Years		69%	31%



Training and Experience

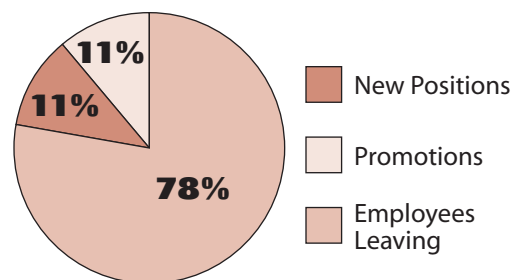
Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	13%	31%	56%	6 to 24 Months (Avg. 9)
Other Occupational Experience Accepted	73%	27%		3 to 12 Months (Avg. 6)
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	64%	36%		3 to 12 Months (Avg. 6)

Source of Filled Vacancies



Local Training Providers

Needles ROP
Riverside County ROP



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Express ideas clearly when speaking or writing.
- Knowledge of providing special services to customers based on their needs.
- Knowledge of general office work such as filing and recording information.
- Knowledge of computer hardware and software.
- Knowledge of the meaning, spelling, and use of the English language.
- Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics



Description

Appraise automobile or other vehicle damage to determine cost of repair for insurance claim settlement and seek agreement with automotive repair shop on cost of repair. Prepare insurance forms to indicate repair cost or cost estimates and recommendations.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$38.36 – \$38.36	\$38.36
New Hires, Experience	\$14.32 – \$22.63	\$18.16
Experienced, After 3 Years with Firm	\$18.94 – \$24.18	\$21.12

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	50%	0%	38%	0%	0%	0%	13%	100%
Dental	50%	0%	38%	0%	0%	0%	13%	100%
Vision	50%	0%	38%	0%	0%	0%	13%	100%
Life	75%	0%	13%	0%	0%	0%	13%	100%
Sick Leave	88%	0%	0%	0%	0%	0%	13%	100%
Vacation	88%	0%	0%	0%	0%	0%	13%	100%
Retirement	13%	0%	63%	0%	13%	0%	13%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	67%	0%	33%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 93%, Average of 40 hours per week
- Part-time 7%, Average of 12 hours per week
- Shifts: Day 88%, Swing: 13% Other: 13% (flex-time)
- 82% of the employees are male and 18% are female.
- Full-time 93%, Part-time 7%

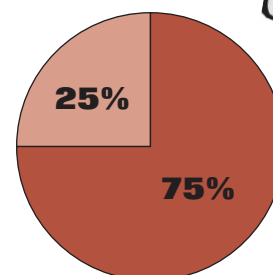


Recruitment Methods

Most successful methods of recruitment:

- In-House Promotions
- Walk-In Applicants
- Newspaper
- Internet

Education



High School
Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	25%	75%	
Projected Over the Next 2 Years	25%	75%	

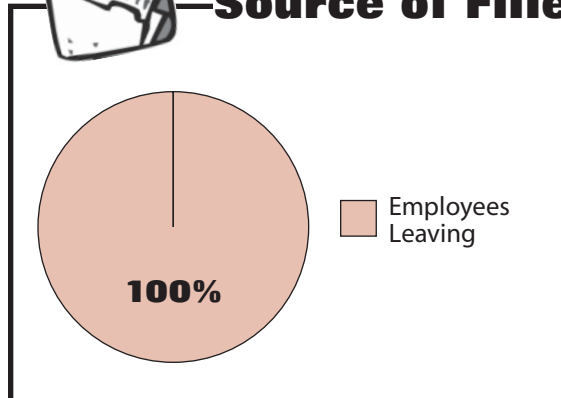


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	74%	13%	13%	12 to 24 Months (Avg. 22)
Other Occupational Experience Accepted	17%	83%		
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	14%	86%		6 Months



Source of Filled Vacancies



Local Training Providers

Concept Schools-Insurance Concepts
College of the Desert
Mount San Jacinto College
Palo Verde College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Inspect autos and take measurements and determine damage.
- ☐ Write reports explaining the estimate the value/damage.



Description

Sell life, property, casualty, health, automotive, or other types of insurance. May refer clients to independent brokers, work as independent broker, or be employed by an insurance company.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.00- \$7.00	\$7.00
New Hires, Experience	\$10.00- \$23.97	\$14.00
Experienced, After 3 Years with Firm	\$13.28- \$25.89	\$16.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	44%	0%	56%	0%	0%	0%	0%	0%
Dental	33%	0%	44%	0%	0%	0%	22%	0%
Vision	22%	0%	44%	0%	0%	0%	33%	0%
Life	44%	0%	11%	0%	0%	0%	44%	0%
Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%	0%	0%
Retirement	33%	0%	33%	0%	0%	11%	22%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- ☐ Full-time average of 40 hours per week
- ☐ Shifts: Day 100%
- ☐ 56% of the employees are male and 44% are female.
- ☐ Full-time 100%,

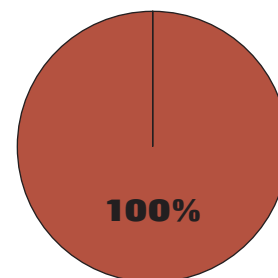


Recruitment Methods

Most successful methods of recruitment

- ☐ Employee Referrals
- ☐ Newspaper Ads
- ☐ Walk-In Applicants

Education



High School

soc code 413021 • 9 firms responding • representing 72 employees



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		78%	22%
Projected Over the Next 2 Years		78%	22%

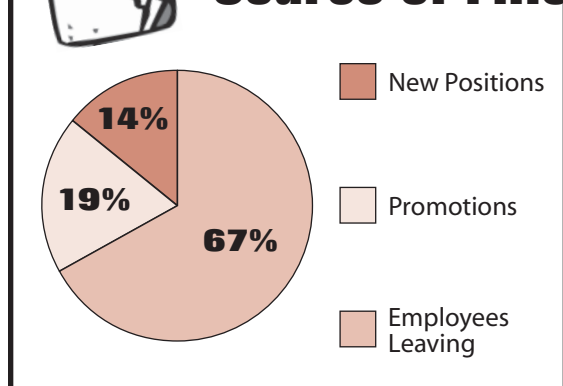


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	78%	11%	11%	12 to 36 Months (Avg. 18)
Other Occupational Experience Accepted	25%	75%		18 to 24 Months (Avg. 21)
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	13%	87%		6 Months



Source of Filled Vacancies



Local Training Providers

A.D. Banker & Company
BMR Training Centers
Bryman College
Concept Schools DBA Insurance Concepts
Morongo Unified school District
Riverside County ROP
Westwood College of Technology



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Managing one's own time and the time of others.
- Talking to others to convey information effectively.



Description

Assist librarians by helping readers in the use of library catalogs, databases, and indexes to locate books and other materials; and by answering questions that require only brief consultation of standard reference. Compile records; sort and shelf books; remove or repair damaged books; register patrons; check material in and out of the circulation process. Replace material in shelving area (stack) or files. Includes bookmobile drivers who operate bookmobiles or light trucks that pull trailers to specific locations on a predetermined schedule and assist with providing services in mobile libraries.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$8.00-\$15.91	\$7.25-\$14.14	\$10.95	\$8.81
New Hires, Experience	\$9.00-\$17.34	\$8.00-\$15.35	\$13.20	\$8.81
Experienced, After 3 Years with Firm	\$10.27-\$20.07	\$8.25-\$16.15	\$15.11	\$9.81

*Union wages may be higher than non-union wages.

Of the firm responding 33% were non-union, 67% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	30%	17%	70%	50%	0%	0%	0%	33%
Dental	30%	17%	70%	33%	0%	0%	0%	50%
Vision	50%	17%	50%	17%	0%	0%	0%	67%
Life	70%	17%	20%	17%	0%	0%	10%	67%
Sick Leave	90%	83%	0%	0%	0%	0%	10%	17%
Vacation	100%	100%	0%	0%	0%	0%	0%	0%
Retirement	20%	17%	70%	17%	0%	0%	10%	67%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 74%, average of 40 hours per week
- Part-time 19%, average of 22 hours per week
- Temporary/On-Call 7%, average of 23 hours per week
- Shifts: Day 100%, Swing: 33% Other: 8% (evenings)
- 13% of the employees are male and 87% are female.
- Full-time 74%, Part-time 19%, Temporary 7%



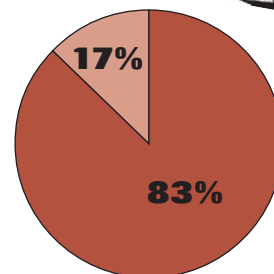
Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Internet

64

Education



High School
Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		92%	8%
Projected Over the Next 2 Years	8%	92%	

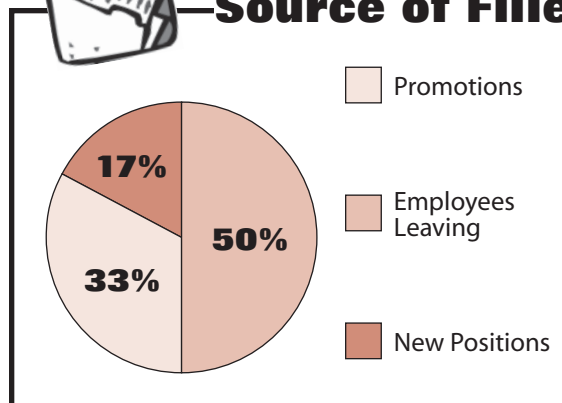


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	42%	33%	25%	6 to 24 Months (Avg. 18)
Other Occupational Experience Accepted	25%	75%		
Technical or Vocational Training Required		100%		
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

California Baptist University
California University
University of California
Mount San Jacinto College
Palo Verde College
University of Redlands
University of Phoenix



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Answer questions and provide assistants to library users.
- ☐ Able to verify and enter catalog information.
- ☐ Knowledge of general office work such as filing and recording information



Description

Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify, or repair mechanical instruments. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, shop mathematics, metal properties, layout, and machining procedures.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$16.00 – \$16.00	\$16.00
New Hires, Experience	\$10.50 – \$19.72	\$13.50
Experienced, After 3 Years with Firm	\$12.00 – \$22.00	\$16.50

*Union wages may be higher than non-union wages.

Of the firm responding 93% were non-union, 7% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	21%	0%	64%	0%	0%	0%	14%	100%
Dental	0%	0%	57%	0%	7%	0%	36%	100%
Vision	14%	0%	21%	0%	7%	0%	57%	100%
Life	43%	0%	21%	0%	0%	0%	36%	100%
Sick Leave	36%	0%	0%	0%	0%	0%	64%	100%
Vacation	100%	0%	0%	0%	0%	0%	0%	100%
Retirement	29%	0%	0%	0%	21%	0%	50%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full Time average of 41% hours per week
- Part Time average of 30% hours per week
- Temporary/On Call 20%
- Shifts: Day 100% Swing 50%
- 99% of the employees are male and 1% are female
- Full-time 98%, Part-time 1% Temporary/On Call 1%

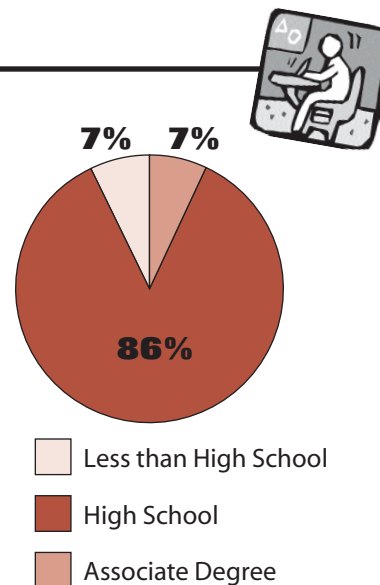


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

- Size of Occupation: 3960-**large**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **58%**. This rate is much **faster than** region's rate of 24.6%.
- Estimated job openings 1,380

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	36%	57%	7%
Projected Over the Next 2 Years		79%	21%



Training and Experience

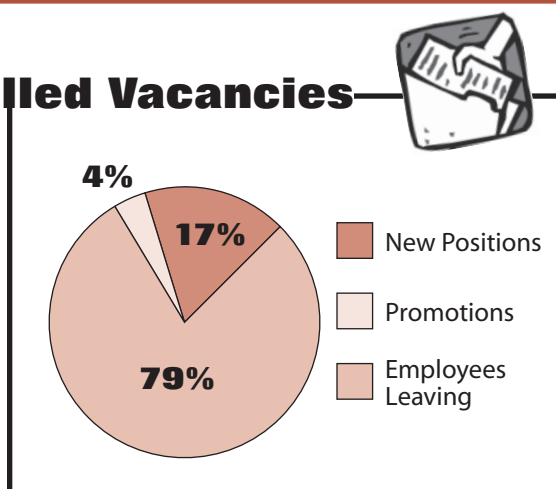
Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	93%		7%	12 to 60 Months (Avg. 34)
Other Occupational Experience Accepted	8%	92%		12 Months
Technical or Vocational Training Required	21%	79%		6 to 24 Months (Avg. 34) Machine Technology
Training in Lieu of Experience	21%	79%		3 to 12 Months (Avg. 6)



Source of Filled Vacancies

Local Training Providers

California Career Schools
Center for Employment Training
International Technical College
NTMA Training Centers of Southern
Riverside Community College
San Bernardino Valley College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Mechanical: Knowledge of designing, using, and repairing machines and tools.
- Knowledge of making and using plans, blueprints, drawings, and models.
- Knowledge of how to build machines, buildings, and other things. Also includes knowledge of how to use computers, machines, and tools to do work more usefully.
- Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics.



Description

Perform engineering duties in planning and designing tools, engines, machines, and other mechanically functioning equipment. Oversee installation, operation, maintenance, and repair of such equipment as centralized heat, gas, water, and steam systems.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$12.00- \$12.00	\$12.00
New Hires, Experience	\$14.00- \$28.77	\$20.87
Experienced, After 3 Years with Firm	\$16.00- \$35.96	\$26.13

*Union wages may be higher than non-union wages.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	63%	0%	38%	0%	0%	0%	0%	100%
Dental	50%	0%	38%	0%	0%	0%	13%	100%
Vision	38%	0%	38%	0%	0%	0%	25%	100%
Life	38%	0%	25%	0%	0%	0%	38%	100%
Sick Leave	100%	0%	0%	0%	0%	0%	0%	100%
Vacation	88%	0%	0%	0%	0%	0%	13%	100%
Retirement	50%	0%	13%	0%	25%	0%	13%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 40% hours per week
- Part-time Average of 25% hours per week
- Shifts: Day 100% Other (On Call) 13%
- 81% of the employees are male and 19% are female.
- Full-time 97%, Part-time 3%



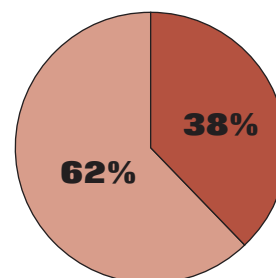
Recruitment Methods

Most successful methods of recruitment:

- Newspaper Ads
- Private Employment Agencies
- College/Universities
- Trade Journals

68

Education



High School
Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: 1,580-**small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of 37%. This rate is **much faster than** Region's rate of 24.6%.
- Estimated job openings **610**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		75%	25%
Projected Over the Next 2 Years		75%	25%



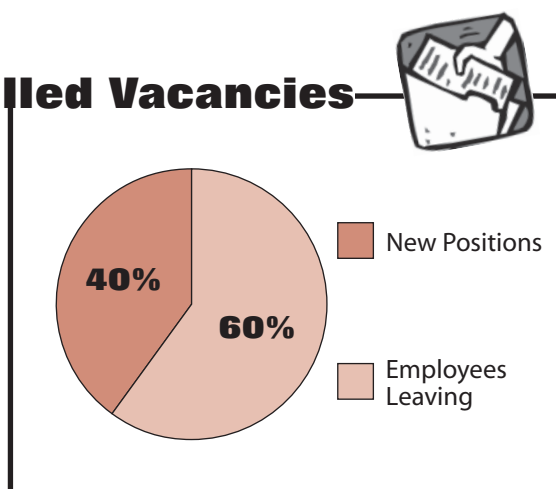
Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	87%	13%		12 to 60 Months (Avg. 42)
Other Occupational Experience Accepted	50%	50%		12 to 36 Months (Avg. 24)
Technical or Vocational Training Required	25%	75%		6 to 24 Months (Avg. 34)
Training in Lieu of Experience	14%	86%		24 Months



Source of Filled Vacancies

Local Training Providers
University of California, Riverside
California State University, Pomona



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of how to build machines, buildings, and other things.
- Knowledge of making and using plans, blueprints, drawings, and models.
- Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics.
- Knowledge of the features and rules of matter and energy. Areas of knowledge include air, water, light, heat, weather, and other natural events.



Description

Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. May work under the supervision of a medical technologist.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$0.00- \$0.00	\$0.00
New Hires, Experience	\$9.50- \$14.25	\$12.07
Experienced, After 3 Years with Firm	\$10.00- \$17.00	\$15.50

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	50%	40%	50%	40%	0%	0%	0%	20%
Dental	50%	40%	50%	40%	0%	0%	0%	20%
Vision	42%	40%	50%	40%	0%	0%	8%	20%
Life	58%	40%	33%	20%	0%	0%	8%	40%
Sick Leave	92%	40%	8%	20%	0%	0%	0%	40%
Vacation	92%	60%	8%	20%	0%	0%	0%	20%
Retirement	8%	0%	67%	40%	8%	0%	17%	60%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full Time Average of 40 hours per week
- Part Time Average of 26 hours per week
- Temporary/On Call Average of 20 hours per week
- Shifts: Day 100% Swing 75% Graveyard 42%
- 49% of the employees are male and 51% are female.
- Full-time 82%, Part-time 11% Temporary/On Call 7%

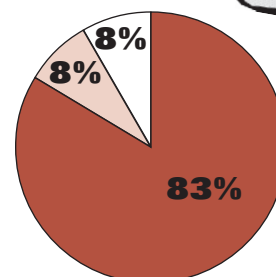


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Internet

Education



- High School
- Bachelor Degree
- Graduate Study



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

- Size of Occupation: 920-**small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **20%**. This rate is slower than region's rate of 24.6%.
- Estimated job openings **220**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years		83%	17%



Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	92%		8%	12 to 24 Months (Avg. 16)
Other Occupational Experience Accepted	18%	82%		9 Months
Technical or Vocational Training Required	58%	42%		3 to 8 Months (Avg. 6) Medical Lab Courses
Training in Lieu of Experience	25%	75%		8 to 36 Months (Avg. 17)



Local Training Providers

American College of Health Professions
California Career College
Center For Employment Training
International Technical College
Yucaipa-Calimesa Jt Unified Adult School
NTMA Training Centers of Southern
Apple Valley ROP
Colton Redlands Yucaipa ROP
Loma Linda University

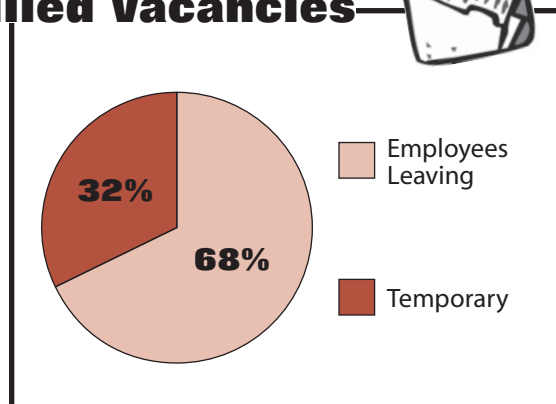


Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Inspect and evaluate the quality of products.
- Determine the tools and equipment needed to do a job.
- Operate and control equipment.
- Identify a pattern (a figure, object, word, or sound) that is hidden in distracting material
- Sit or stand while running tests.
- Use hands to handle, control, or feel objects, tools, or controls.

Source of Filled Vacancies





Description

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.75- \$11.24	\$8.00
New Hires, Experience	\$8.00- \$11.44	\$9.32
Experienced, After 3 Years with Firm	\$9.00- \$13.49	\$11.96

*Union wages may be higher than non-union wages.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	38%	0%	63%	50%	0%	0%	0%	50%
Dental	44%	0%	56%	50%	0%	0%	0%	50%
Vision	38%	0%	44%	50%	0%	0%	19%	50%
Life	31%	0%	44%	50%	0%	0%	25%	50%
Sick Leave	75%	2%	19%	50%	0%	0%	6%	50%
Vacation	81%	2%	19%	50%	0%	0%	0%	50%
Retirement	13%	0%	63%	50%	0%	0%	25%	50%
Child Care	0%	0%	6%	0%	0%	0%	94%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 39 hours per week
- Part-time average of 27 hours per week
- Temporary/On Call average of 10 hours per week
- Shifts: Day 100% Swing 50% Graveyard 19%
- 23% of the employees are male and 77% are female.
- Full-time 85%, Part-time 14%, Temporary/On Call 1%

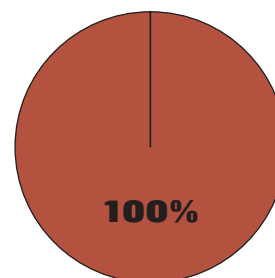


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

Education



High School

soc code 292071 • 16 firms responding • representing 113 employees



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: 920-**small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **36%**. This rate is much **faster than** Region's rate of 24.6%.
- Estimated job openings 390

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	88%	6%
Projected Over the Next 2 Years		81%	19%



Training and Experience

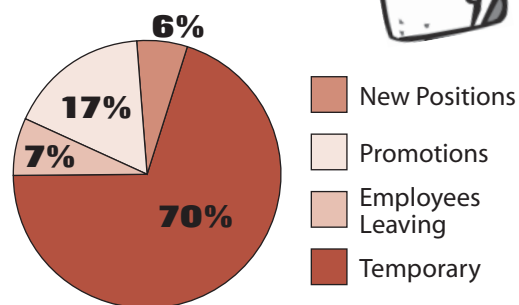
Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	69%	25%	6%	6 to 12 Months (Avg. 10)
Other Occupational Experience Accepted	17%	83%		12 Months
Technical or Vocational Training Required	25%	69%		9 to 12 Months (Avg. 11) Medical Records Course
Training in Lieu of Experience	25%	75%	6%	3 to 12 Months (Avg. 7)



Source of Filled Vacancies

Local Training Providers

American College of Health Professions
Apple Valley ROP
Colton-Redlands-Yucaipa ROP
Loma Linda University
Yucaipa-Calimesa Jt. Unified Adult School



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Must be very exact in their work and be sure all details are done.
- Gather and organize information for patients' medical records.
- Review patients' medical records for completeness and accuracy.
- Knowledge of entering information, such as diagnoses and treatments, from medical records into computers.
- Ability to assign a code to each diagnosis and procedure, using standard coding systems.
- Able to use computers to assign patients to a "diagnosis-related group" (DRG).
- Maintain medical record indexes.
- Compile and maintain records of patients who have certain health problems. Analyze data to provide research information.
- Prepare medical records for release to authorized parties.



Description

Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.50- \$10.00	\$8.50
New Hires, Experience	\$8.00- \$19.00	\$15.00
Experienced, After 3 Years with Firm	\$9.00- \$23.00	\$16.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	38%	0%	63%	14%	0%	0%	0%	86%
Dental	25%	0%	63%	14%	0%	0%	13%	86%
Vision	31%	0%	44%	14%	0%	0%	25%	86%
Life	38%	0%	38%	14%	0%	0%	25%	86%
Sick Leave	75%	0%	25%	14%	0%	0%	0%	86%
Vacation	75%	0%	25%	14%	0%	0%	0%	86%
Retirement	25%	0%	63%	14%	6%	0%	6%	86%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	14%	0%	0%	0%	0%	0%	86%	0%



Work Patterns

Of responding firms:

- Full-time average of 40 hours per week
- Part-time average of 29 hours per week
- Shifts: Day 100%, Swing 12%, Graveyard 12%
- 3% of the employees are male and 97% are female.
- Full-time 83%, Part-time 17%

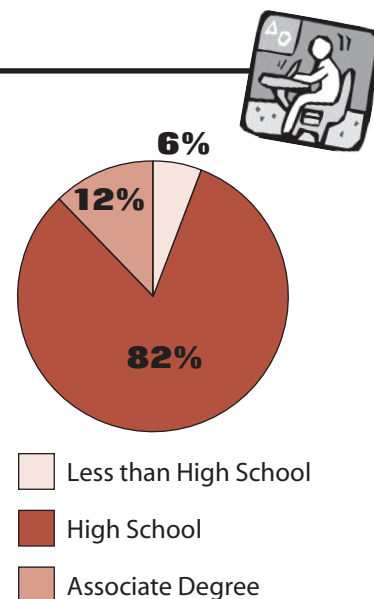


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- Size of Occupation: 860-**small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **10%**. This rate is **slower than** region's rate of 24.6%.
- Estimated job openings **200**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		71%	29%
Projected Over the Next 2 Years		76%	24%

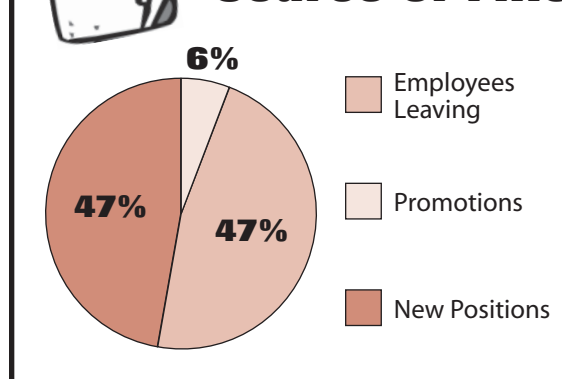


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	71%	12%	18%	6 to 36 Months (Avg. 19)
Other Occupational Experience Accepted	25%	75%		6 to 12 Months (Avg. 8) in other medical clerical
Technical or Vocational Training Required	18%	82%		6 to 9 Months (Avg. 8) misc medical
Training in Lieu of Experience	27%	73%		3 to 12 Months (Avg. 7)



Source of Filled Vacancies



Local Training Providers

BMR Training Center
 Larson Training Centers
 California State University Extended Learning
 University of California Extension
 Mount San Jacinto College
 Palo Verde College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Ability to complete and explain insurance forms, Knowledge of medical terminology
- Ability to write effectively, ability to follow billing procedures.



Description

Set up, operate, or tend metal or plastic molding, casting, or coremaking machines to mold or cast metal or thermoplastic parts or products.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75- \$9.00	\$7.25
New Hires, Experience	\$6.75- \$14.00	\$9.00
Experienced, After 3 Years with Firm	\$8.16- \$17.00	\$11.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	23%	0%	69%	0%	0%	0%	8%	0%
Dental	15%	0%	54%	0%	8%	0%	23%	0%
Vision	15%	0%	23%	0%	8%	0%	54%	0%
Life	31%	0%	38%	0%	8%	0%	23%	0%
Sick Leave	46%	0%	0%	0%	0%	0%	54%	0%
Vacation	85%	0%	0%	0%	0%	0%	15%	0%
Retirement	15%	0%	15%	0%	15%	0%	54%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 40% hours per week
- Temporary/On Call average of 39% hours per week
- Shifts: Day 100% Swing 77% Graveyard 38%
- 70% of the employees are male and 30% are female.
- Full-time 96%, Temporary/On Call 4%

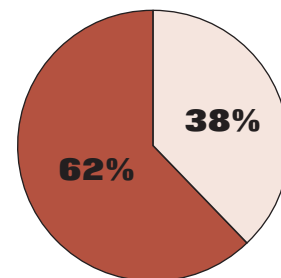


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads

Education



Less than High School

High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	15%	70%	15%
Projected Over the Next 2 Years		69%	31%

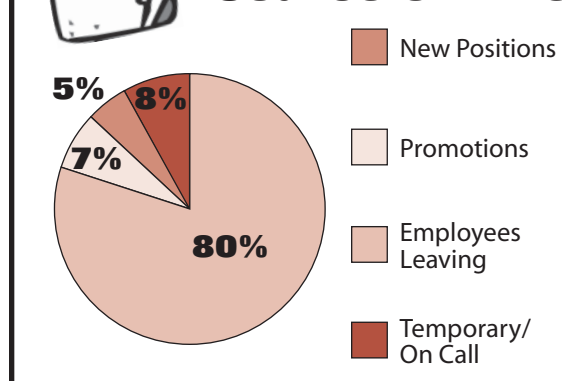


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	38%	31%	31%	3 to 36 Months (Avg. 13)
Other Occupational Experience Accepted	22%	78%		3 Months
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	44%	56%		3 to 24 Months (Avg. 13)



Source of Filled Vacancies



Local Training Providers

Avtech-Exams
 California Career Schools
 Center for Employment Training
 Embry-Riddle Aeronautical University
 Future Net
 International Technical College
 NTMA Training Centers of Southern California
 Riverside Community College
 San Bernardino Valley College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Operate and control equipment.
- ☐ Watch gauges, dials, and output to make sure a machine is working properly.
- ☐ Test, inspect, and evaluate the quality of products.
- ☐ Follow guidelines to arrange objects or actions in a certain order.
- ☐ Quickly and repeatedly bend, stretch, twist, or reach out with the body, arms, and/or legs.



Description

Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, and other data communication systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. Includes telecommunications specialists who deal with the interfacing of computer and communications equipment. May supervise computer programmers.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00- \$0.00	\$0.00-\$0.00	\$0.00	\$0.00
New Hires, Experience	\$22.32-\$29.62	\$11.00-\$27.04	\$24.25	\$16.80
Experienced, After 3 Years with Firm	\$24.57-\$34.01	\$14.50-\$27.04	\$26.68	\$21.83

*Union wages may be higher than non-union wages.

Of the firm responding 67% were non-union, 33% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	11%	0%	89%	100%	0%	0%	0%	0%
Dental	0%	0%	78%	100%	0%	0%	22%	0%
Vision	0%	0%	56%	0%	0%	0%	44%	100%
Life	22%	0%	44%	0%	0%	0%	33%	100%
Sick Leave	89%	100%	0%	0%	0%	0%	11%	0%
Vacation	100%	100%	0%	0%	0%	0%	0%	0%
Retirement	11%	0%	22%	0%	22%	0%	44%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 39 hours per week
- Part-time average of 25 hours per week
- Shifts: Day 100% Swing 11%
- 94% of the employees are male and 6% are female.
- Full-time 97%, Part-Time 3%



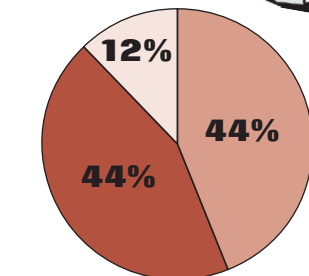
Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Employment Development Department
- Internet

78

Education



- Less than High School
- High School
- Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	22%	78%	
Projected Over the Next 2 Years	11%	89%	

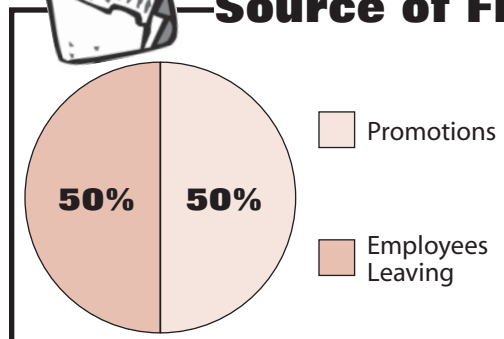


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	100%			12 to 48 Months (Avg. 25)
Other Occupational Experience Accepted		100%		
Technical or Vocational Training Required	33%	56%	11%	6 to 36 Months (Avg. 24) Computer Network Training
Training in Lieu of Experience	22%	78%		6 Months



Source of Filled Vacancies



Local Training Providers

AGI Technology Institute
Amador Valley Adult & Community
Apple Valley ROP
Associated Consultants for Electronic
California Baptist University
California Paramedical and Technical
Career Colleges of America
San Bernardino Valley College

Barstow College
Barstow ROP
BMR Training Centers
Bryman College-San Bernardino
California Computer Schools Inc.
California State University, San Bernardino
Crafton Hills College
Mt San Jacinto College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Analyze needs and requirements when designing products.
- ☐ Ability to determine the causes of technical problems and find solutions for them.
- ☐ Knowledge of computer programs.
- ☐ Test equipment, software, or procedures to make sure they operate correctly.
- ☐ Able to design equipment and technology to meet user needs.
- ☐ Ability to install equipment, machines, wiring, or programs to meet specifications.
- ☐ Analyze needs and requirements when designing products.
- ☐ Determine the causes of technical problems and find solutions for them.
- ☐ Write computer programs.
- ☐ Test equipment, software, or procedures to make sure they operate correctly.
- ☐ Design equipment and technology to meet user needs.
- ☐ Install equipment, machines, wiring, or programs to meet specifications.
- ☐ Determine the tools and equipment needed to do a job.



Description

Demonstrate and teach patient care in classroom and clinical units to nursing students. Includes both teachers primarily engaged in teaching and those who do combination of both teaching and research.



Wages and Benefits

*All Employers Combined

Experience	Range		Median	
	Union	Non-Union	Union	Non-Union
New Hires, No Experience	\$0.00-\$0.00	\$15.00-\$15.00	\$0.00	\$15.00
New Hires, Experience	\$18.89-\$26.85	\$12.95-\$22.00	\$22.47	\$18.00
Experienced, After 3 Years with Firm	\$20.69-\$29.73	\$14.96-\$35.51	\$24.11	\$22.50

Of the firm responding 64% were non-union, 36% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	25%	20%	58%	50%	0%	0%	17%	30%
Dental	25%	20%	58%	50%	10%	0%	17%	30%
Vision	25%	20%	50%	50%	10%	0%	25%	30%
Life	42%	20%	25%	20%	0%	0%	33%	60%
Sick Leave	83%	50%	0%	0%	0%	0%	17%	50%
Vacation	83%	60%	0%	0%	0%	0%	17%	40%
Retirement	17%	20%	50%	30%	8%	10%	25%	40%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 38%, average of 38 hours per week
- Part-time 23%, average of 23 hours per week
- Shifts: Day 100%, Swing: 43% Other: 21% (evenings & weekends)
- 23% of the employees are male and 77% are female.
- Full-time 72%, Part-time 28%



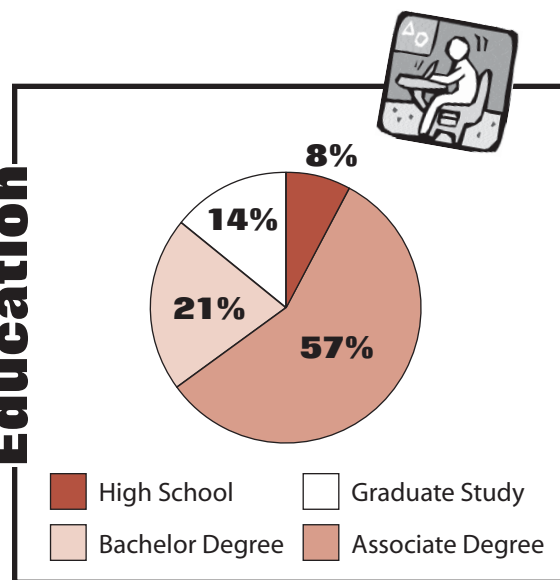
Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Trade Journals

80

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- Size of Occupation: 550, **small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **28%**. This rate **faster** than the Region's rate of 24.6%.
- Estimated job openings **190**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		57%	43%
Projected Over the Next 2 Years		43%	57%

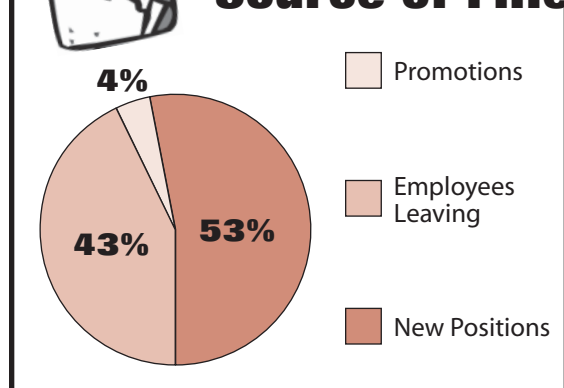


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	86%	7%	7%	12 to 48 Months (Avg. 33)
Other Occupational Experience Accepted	18%	82%		
Technical or Vocational Training Required	36%	57%	7%	36 Months Nursing Courses
Training in Lieu of Experience	8%	92%		



Source of Filled Vacancies



Local Training Providers

California Baptist University
 Chapman University
 La Sierra University
 California State University
 College of the Desert
 Loma Linda University
 Southern Illinois University at Carbondale
 Park University
 University of Redlands
 University of California Extension
 University of California
 University of Phoenix



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Ability to evaluate students in the classrooms, laboratory, and clinical setting.
- Maintain a record systems of students evaluations.
- Participate in curriculum and development.



Description

Optometric Assistants maintain records, schedule appointments, perform bookkeeping, correspondence and filing, and obtain and record patient's preliminary case histories. They prepare patients for vision examination and assist with examination, and work with patients in vision therapy. They may assist patients with frame selection.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75- \$9.00	\$8.00
New Hires, Experience	\$8.00- \$11.00	\$9.00
Experienced, After 3 Years with Firm	\$8.75- \$14.00	\$12.00

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	17%	0%	58%	18%	0%	0%	25%	82%
Dental	8%	0%	42%	18%	0%	0%	50%	82%
Vision	50%	18%	25%	18%	0%	9%	25%	55%
Life	8%	0%	33%	18%	0%	0%	58%	82%
Sick Leave	75%	18%	0%	9%	0%	0%	25%	73%
Vacation	92%	27%	0%	9%	0%	0%	8%	64%
Retirement	25%	9%	17%	18%	17%	9%	42%	64%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	100%	100%



Work Patterns

Of responding firms:

- Full-time average of 40 hours per week
- Part-time average of 26 hours per week
- Shifts: Day 100%
- 33% of the employees are male and 67% are female.
- Full-time 58%, Part-time 42%

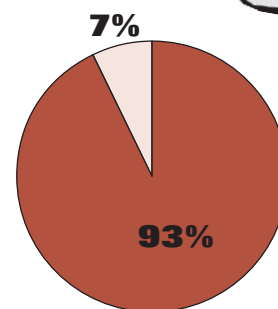


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- School, Program Referrals

Education



Less than High School
High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		87%	13%
Projected Over the Next 2 Years		93%	7%

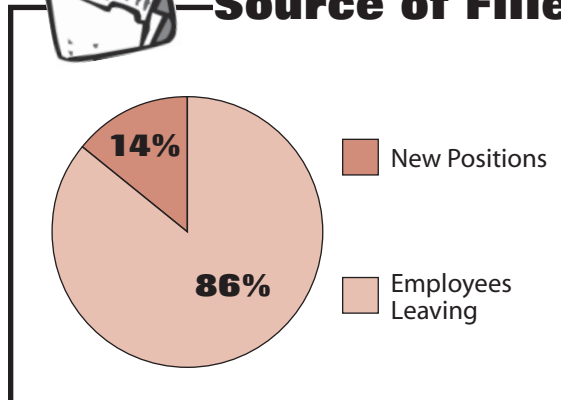


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	38%	31%	31%	6 to 24 Months (Avg. 11)
Other Occupational Experience Accepted	22%	78%		6 to 12 Months (Avg. 8)
Technical or Vocational Training Required		100%		6 to 12 Months (Avg. 9) Trade School
Training in Lieu of Experience	44%	56%		3 to 12 Months (Avg. 8)



Source of Filled Vacancies



Local Training Providers

Bryman College



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of providing special services to customers based on their needs.
- Mathematics: Knowledge of the rules and uses of numbers. Areas of knowledge include arithmetic, algebra, geometry, and statistics.
- Determine the tools and equipment needed to do a job.
- Operate and control equipment.



Description

Compile and post employee time and payroll data. May compute employees' time worked, production, and commission. May compute and post wages and deductions. May prepare paychecks.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$0.00- \$0.00	\$0.00
New Hires, Experience	\$8.50- \$14.38	\$10.63
Experienced, After 3 Years with Firm	\$9.73- \$15.82	\$12.41

*Union wages may be higher than non-union wages.

Of the firm responding 83% were non-union and 17% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	40%	0%	50%	0%	10%	0%	0%	100%
Dental	40%	0%	40%	0%	10%	0%	10%	100%
Vision	30%	0%	40%	0%	0%	0%	30%	100%
Life	40%	0%	40%	0%	10%	0%	10%	100%
Sick Leave	90%	50%	0%	0%	0%	0%	10%	50%
Vacation	100%	50%	0%	0%	0%	0%	0%	50%
Retirement	30%	0%	30%	0%	20%	0%	20%	100%
Child Care	0%	0%	0%	50%	0%	0%	100%	50%
Other	0%	0%	0%	0%	0%	0%	0%	100%



Work Patterns

Of responding firms:

- ☐ Full-time average of 40 hours per week
- ☐ Part-time average of 20 hours per week.
- ☐ Shifts: Day 100%
- ☐ 100% are female.
- ☐ Full-time 87%, Part-Time 13%

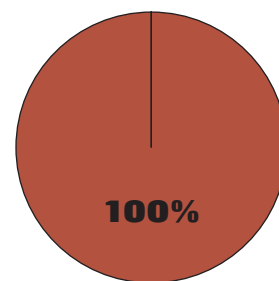


Recruitment Methods

Most successful methods of recruitment:

- ☐ Newspaper Ads
- ☐ Employee Referrals
- ☐ Internet
- ☐ Walk-In Applicants
- ☐ Private Employment Agencies

Education



High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: 1,410 **small**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **6%**. This rate is **slower** than average region's rate of 24.6%.
- Estimated job openings 300.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		100%	
Projected Over the Next 2 Years		83%	17%

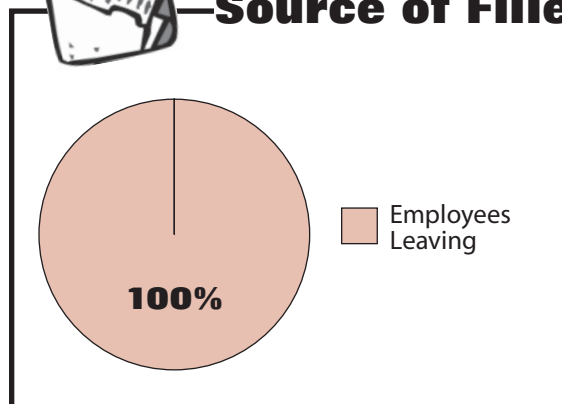


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	38%		17%	6 to 48 Months (Avg. 16)
Other Occupational Experience Accepted	67%	33%		12 to 36 Months (Avg. 18)
Technical or Vocational Training Required		100%		
Training in Lieu of Experience		100%		



Source of Filled Vacancies



Local Training Providers

BMR Training
 Larson Training Centers, Inc.
 Mount San Jacinto College
 Palo Verde College
 University of California Extension



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Ability to use spreadsheet software
- Payroll processing skills
- Business math skill
- Record keeping skills
- Oral communication skills



Description

Spray or release chemical solutions or toxic gases and set traps to kill pests and vermin, such as mice, termites, and roaches that infest buildings and surrounding areas.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$7.50- \$10.00	\$8.00
New Hires, Experience	\$8.00- \$12.00	\$9.25
Experienced, After 3 Years with Firm	\$10.00- \$17.26	\$12.00

*Union wages may be higher than non-union wages.

Of the firm responding 92% were non-union and 8% were union

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	31%	0%	62%	50%	0%	0%	8%	50%
Dental	15%	0%	31%	50%	8%	0%	46%	50%
Vision	15%	0%	23%	50%	0%	0%	62%	50%
Life	23%	0%	23%	50%	0%	0%	54%	50%
Sick Leave	46%	50%	0%	0%	0%	0%	54%	50%
Vacation	85%	50%	8%	0%	0%	0%	8%	50%
Retirement	15%	0%	31%	50%	8%	0%	46%	50%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 40% hours per week
- Part-time average of 20% hours per week
- Shifts: Day 100%
- 86% of the employees are male and 14% are female.
- Full-time 97%, Part-time 3%



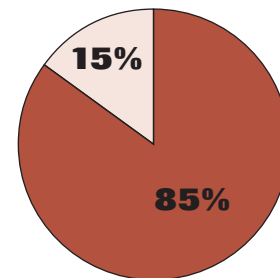
Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-In Applicants



Education



☐ Less than High School
☒ High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 750-small

It is projected that during the 1999-2006 period this occupation will experience a growth rate of **44%**.

This rate is much **faster** than Region's rate of 24.6%.

Estimated job openings 330

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	8%	50%	42%
Projected Over the Next 2 Years		50%	50%

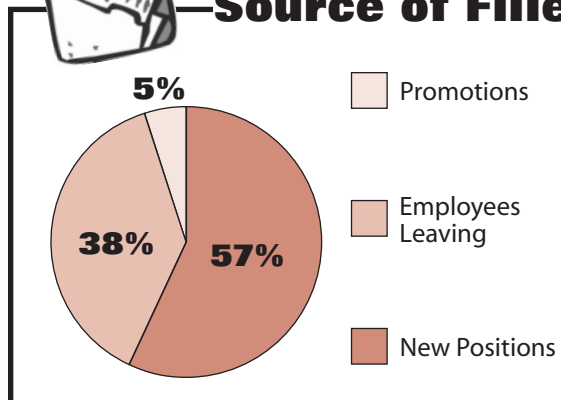


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	23%	46%	31%	6 to 24 Months (Avg. 13)
Other Occupational Experience Accepted	33%	67%	8%	6 to 12 Months (Avg. 9) in Construction Trades
Technical or Vocational Training Required	8%	84%		1 to 6 Months (Avg. 4) State License or Test Preparation
Training in Lieu of Experience	29%	71%		3 to 6 Months (Avg. 5)



Source of Filled Vacancies



Local Training Providers

Upon completion of our research on this occupation, no training providers were found in the Inland Empire.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Operate and control equipment.
- ☐ Determine the tools and equipment needed to do a job.
- ☐ Knowledge of the properties of substances and the changes that occur when they interact
- ☐ Ability to kneel, stoop, crouch, or crawl.



Description

Phlebotomists draw blood from patients or donors in hospitals, independent clinical laboratories, blood banks, or similar facilities, for analysis or other medical purposes. They may perform related clerical and/or routine laboratory tasks.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$9.75-\$18.00	\$13.88
New Hires, Experience	\$9.01-\$11.50	\$10.75
Experienced, After 3 Years with Firm	\$9.93-\$16.00	\$12.75

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	30%	40%	60%	0%	0%	20%	10%	40%
Dental	20%	20%	60%	0%	0%	20%	20%	60%
Vision	20%	20%	60%	0%	0%	20%	20%	60%
Life	30%	40%	50%	0%	0%	20%	20%	40%
Sick Leave	70%	20%	20%	0%	0%	20%	10%	60%
Vacation	80%	40%	20%	0%	0%	20%	0%	40%
Retirement	10%	0%	40%	0%	10%	0%	40%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 57%, average of 40 hours per week
- Part-time 16%, average of 26 hours per week
- Temporary/On-Call 27%, Average of 25 hours per week
- Shifts: Day 100%, Swing: 40% Graveyard 50%
- 37% of the employees are male and 63% are female.
- Full-time 57%, Part-time 16%, Temporary 27%

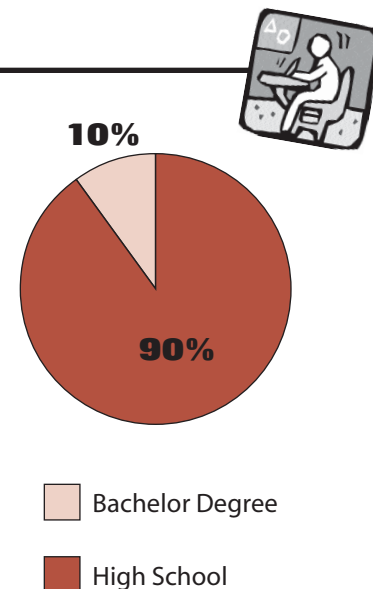


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Internet

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		90%	10%
Projected Over the Next 2 Years		80%	20%

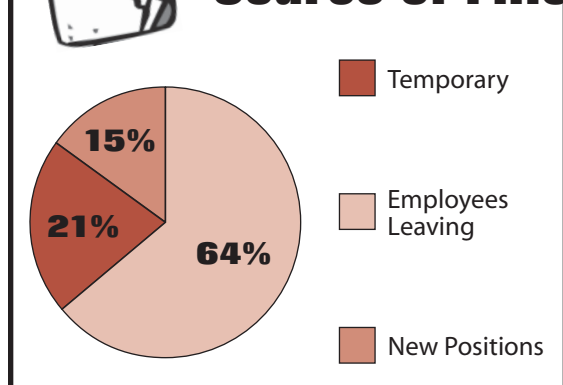


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	80%	20%		6 to 24 Months (Avg. 11)
Other Occupational Experience Accepted	25%	75%		
Technical or Vocational Training Required	60%	40%		6 Months in a Phlebotomy Course or CPT Certificate
Training in Lieu of Experience	13%	87%		3 to 6 Months (Avg. 5)



Source of Filled Vacancies



Local Training Providers

Colleges of Health and Human Services
 Four-D Success Academy, Inc
 California Nurses Educational Institute
 Loma Linda University
 Mount San Jacinto College
 Palo Verde College
 University of California



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of medical terminology, ability to take vital signs, blood drawing skills, infection control skills, ability to apply sterilization techniques, ability to follow laboratory procedures.



Description

Assess, plan, organize, and participate in rehabilitative programs that improve mobility, relieve pain, increase strength, and decrease or prevent deformity of patients suffering from disease or injury.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$23.97- \$23.97	\$23.97
New Hires, Experience	\$12.47- \$29.00	\$24.75
Experienced, After 3 Years with Firm	\$14.38- \$33.00	\$27.91

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	36%	43%	55%	29%	0%	0%	9%	29%
Dental	27%	29%	55%	29%	0%	0%	18%	43%
Vision	18%	0%	55%	29%	0%	0%	27%	71%
Life	27%	14%	45%	14%	0%	0%	27%	71%
Sick Leave	64%	71%	0%	14%	0%	0%	36%	14%
Vacation	91%	71%	0%	14%	0%	0%	9%	14%
Retirement	9%	14%	27%	29%	27%	0%	36%	57%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

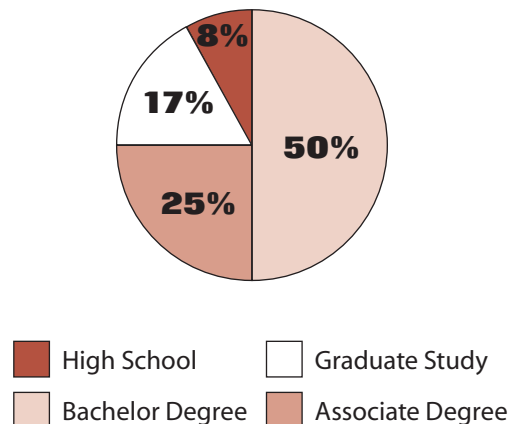
- Full-time average of 39 hours per week
- Part-time average of 23 hours per week.
- Temp/On Call Average of 16 hours per week.
- Shifts: Day 100% Other (Evenings) 8%
- 37% of the employees are male and 63% are female.
- Full-time 59%, Part-time 27%, Temporary/On Call 14%



Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Internet





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		92%	8%
Projected Over the Next 2 Years		75%	25%

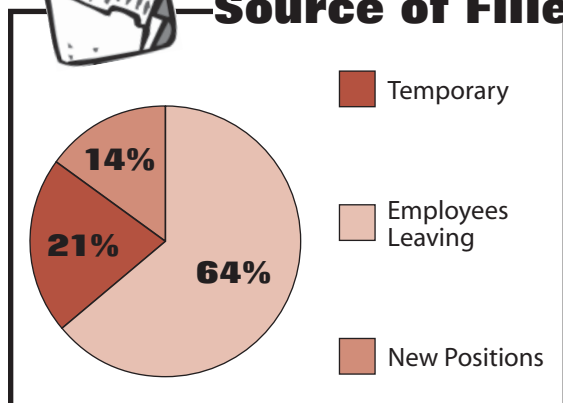


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	83%		17%	12 to 48 Months (Avg. 24)
Other Occupational Experience Accepted		100%		
Technical or Vocational Training Required	17%	83%		12 Months
Training in Lieu of Experience	17%	83%		24 to 36 Months (Avg. 30)



Source of Filled Vacancies



Local Training Providers

California State University San Bernardino
University of California Riverside
La Verne University



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.



Description

Sell goods for wholesalers or manufacturers to businesses or groups of individuals. Work requires substantial knowledge of items sold.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$0.00-\$0.00	\$0.00
New Hires, Experience	\$10.00-\$31.16	\$20.00
Experienced, After 3 Years with Firm	\$12.00-\$38.36	\$23.00

*Some employees offer bonuses or commission.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	23%	0%	77%	0%	0%	0%	0%	0%
Dental	31%	0%	69%	0%	0%	0%	0%	0%
Vision	15%	0%	62%	0%	0%	0%	23%	0%
Life	54%	0%	46%	0%	0%	0%	0%	0%
Sick Leave	69%	0%	0%	0%	0%	0%	31%	0%
Vacation	100%	0%	0%	0%	0%	0%	0%	0%
Retirement	8%	0%	31%	0%	31%	0%	31%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 93%, average of 40 hours per week
- Shifts: Day 100%, Swing: 8% Other: 3%
- 58% of the employees are male and 42% are female.
- Full-time 100%,

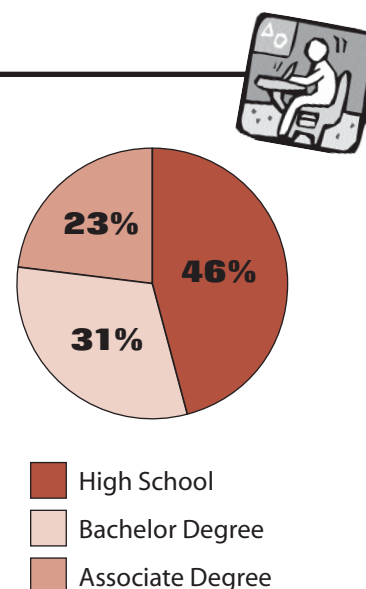


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Private Employment Agencies
- Internet

Education



soc code 414012 • 13 firms responding • representing 65 employees



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	15%	77%	8%
Projected Over the Next 2 Years		77%	23%

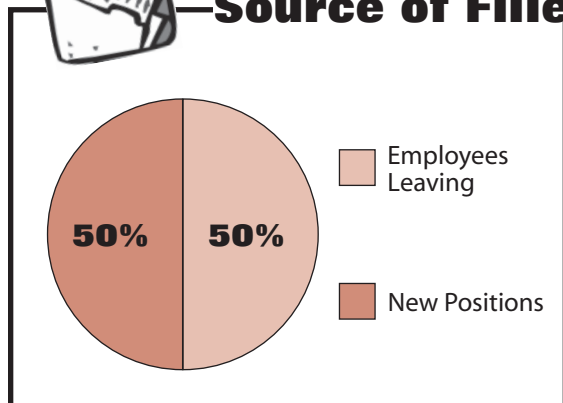


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	100%			12 to 24 Months (Avg. 24)
Other Occupational Experience Accepted	17%	83%		
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	1%	85%		



Source of Filled Vacancies



Local Training Providers

Rands Systems
Larson Training Centers, Inc.
College of the Desert
Park University



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



Description

Guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75- \$7.50	\$7.00
New Hires, Experience	\$6.75- \$10.00	\$7.88
Experienced, After 3 Years with Firm	\$7.50- \$14.00	\$8.75

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	0%	0%	55%	14%	0%	0%	45%	86%
Dental	9%	0%	27%	14%	0%	0%	64%	86%
Vision	0%	0%	27%	14%	0%	0%	73%	86%
Life	9%	0%	27%	14%	0%	14%	64%	71%
Sick Leave	27%	29%	0%	0%	0%	0%	73%	71%
Vacation	73%	43%	0%	0%	0%	0%	27%	57%
Retirement	0%	0%	18%	14%	18%	0%	64%	86%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0%	100%	100%



Work Patterns

Of responding firms:

- Full-time average of 40 hours per week
- Part-time average of 27 hours per week.
- Temp/On Call Average of 8 hours per week
- Seasonal Average of 40 hours per week
- Shifts: Day 83% Swing 92% Graveyard 92%.
- 72% of the employees are male and 28% are female.
- Full-time 66%, Part-Time 33% Seasonal 1%

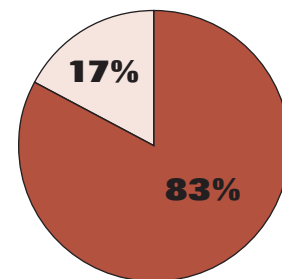


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads

Education



Less than High School

High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		33%	67%
Projected Over the Next 2 Years		67%	33%

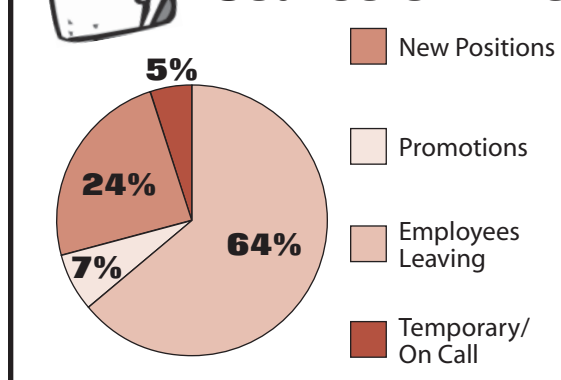


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	33%	33%	34%	6 to 12 Months (Avg. 10)
Other Occupational Experience Accepted	63%	37%		3 to 12 Months (Avg. 8)
Technical or Vocational Training Required		83%	17%	9 to 6 Months (Avg. 8)
Training in Lieu of Experience	25%	75%		6 Months



Source of Filled Vacancies



Local Training Providers

California Career Schools
Colton-Redlands-Yucaipa ROP
Security Officers Training Academy



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.



Description

Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75- \$12.00	\$7.84
New Hires, Experience	\$7.00- \$13.00	\$9.56
Experienced, After 3 Years with Firm	\$8.00- \$15.00	\$11.31

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	13%	0%	63%	33%	0%	0%	25%	67%
Dental	6%	0%	69%	33%	0%	0%	25%	67%
Vision	6%	0%	56%	33%	0%	0%	38%	67%
Life	6%	0%	56%	33%	6%	0%	31%	67%
Sick Leave	56%	0%	13%	33%	0%	0%	31%	67%
Vacation	75%	0%	6%	33%	0%	0%	19%	67%
Retirement	0%	0%	25%	33%	25%	0%	50%	67%
Child Care	0%	0%	0%	0%	0%	0%	100%	67%
Other	0%	0%	0%	0%	0%	0%	100%	67%



Work Patterns

Of responding firms:

- Full-time average of 40 hours per week
 - Part-time average of 25 hours per week
 - Shifts: Day 100%, Swing 19%, graveyard 6%
 - 77% of the employees are male and 23% are female.
- Full-time 91%, Part-time 9%

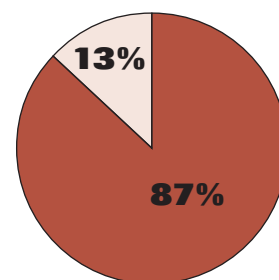


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-in Applicants
- In-House Promotions or Transfers
- Newspaper Ads
- County Job Service

Education



Less than High School
High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

- Size of Occupation: 3,590-**large**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **20%**. This rate is **lower** than average region's rate of 24.6%.
- Estimated job openings **2,480**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	88%	6%
Projected Over the Next 2 Years	6%	81%	13%

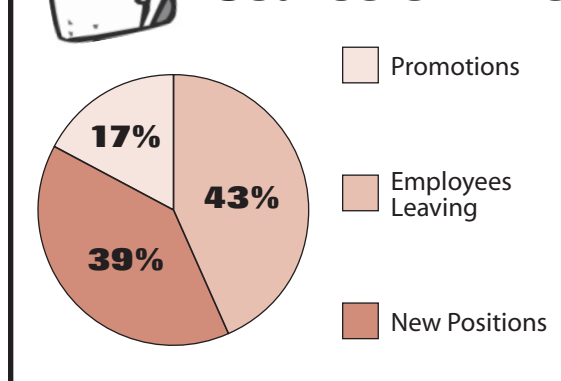


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	31%	56%	13%	3 to 18 Months (Avg. 10)
Other Occupational Experience Accepted	14%	86%		12 Months
Technical or Vocational Training Required	6%	94%		6 Months
Training in Lieu of Experience	14%	86%		3 Months



Source of Filled Vacancies



Local Training Providers

Center for Employment Training
Larson Training Centers, Inc.
Mount San Jacinto College
Palo Verde College
University of California Extension



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and record keeping purposes.



Description

Plan, direct, and coordinate the storage and distribution operations within an organization or the activities of organizations that are engaged in storing and distributing materials and products.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$8.00- \$13.64	\$8.00
New Hires, Experience	\$8.00- \$33.47	\$25.87
Experienced, After 3 Years with Firm	\$10.00- \$35.10	\$27.06

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	25%	0%	67%	0%	8%	0%	0%	0%
Dental	25%	0%	58%	0%	0%	0%	17%	0%
Vision	25%	0%	50%	0%	0%	0%	25%	0%
Life	67%	0%	0%	0%	8%	0%	25%	0%
Sick Leave	58%	0%	0%	0%	8%	0%	33%	0%
Vacation	92%	0%	0%	0%	8%	0%	0%	0%
Retirement	25%	0%	42%	0%	17%	0%	17%	0%
Child Care	0%	0%	8%	0%	0%	0%	92%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 44 hours per week
- Shifts: Day 100% Swing 42%
- 83% of the employees are male and 17% are female.
- Full-time 100%

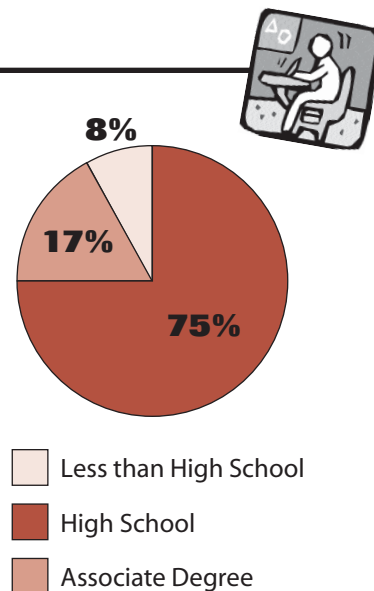


Recruitment Methods

Most successful methods of recruitment:

- In-House Promotion or Transfer
- Employee Referrals
- Private Employment Agencies

Education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year		83%	17%
Projected Over the Next 2 Years		83%	17%

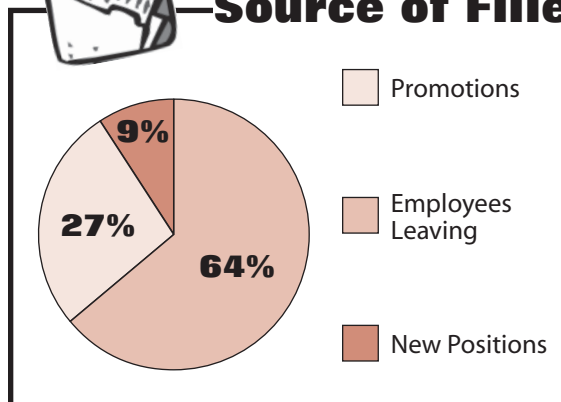


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	75%	17%	8%	12 to 60 Months (Avg. 34)
Other Occupational Experience Accepted	22%	78%		12 Months
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	10%	90%		12 Months



Source of Filled Vacancies



Local Training Providers

Upon completion of our research, no training provider was found.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.



Description

Work as part of a team having responsibility for assembling an entire product or component of a product. Team assemblers can perform all tasks conducted by the team in the assembly process and rotate through all or most of them rather than being assigned to a specific task on a permanent basis. May participate in making management decisions affecting the work. Team leaders who work as part of the team should be included.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75- \$7.25	\$7.00
New Hires, Experience	\$7.15- \$8.25	\$7.63
Experienced, After 3 Years with Firm	\$8.25- \$13.00	\$9.45

*Union wages may be higher than non-union wages.

Of the firm responding 92% were non-union and 8% were union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	33%	0%	58%	100%	0%	0%	8%	0%
Dental	33%	0%	58%	100%	0%	0%	8%	0%
Vision	33%	0%	50%	100%	0%	0%	17%	0%
Life	33%	0%	33%	100%	0%	0%	33%	0%
Sick Leave	50%	0%	8%	0%	0%	0%	42%	100%
Vacation	83%	100%	8%	0%	0%	0%	8%	0%
Retirement	25%	0%	17%	100%	33%	0%	25%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	0%	0%	0%	0%	0%	0	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 40% hours per week
- Part-time average of 30% hours per week
- Shifts: Day 100%, Swing 67%, Graveyard 17%
- 68% of the employees are male and 32% are female.
- Full-time 99%, Part-time 1%



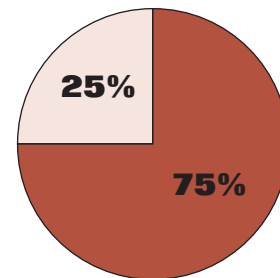
Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-in Applicants
- County Job Service

100

Education



☐ Less than High School
☒ High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	8%	75%	17%
Projected Over the Next 2 Years	8%	92%	

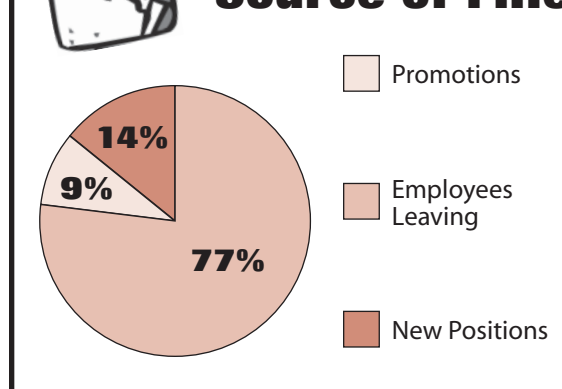


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	42%	33%	25%	6 to 12 Months (Avg. 10)
Other Occupational Experience Accepted	17%	83%		12 Months
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	13%	87%		12 Months



Source of Filled Vacancies



Local Training Providers

Upon completion of our research, no training provider was found.



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ☐ Ability to perform assembly work
- ☐ Manual dexterity
- ☐ Ability to stand continuously for 2 or more hours
- ☐ Good eye-hand coordination



Description

Conduct training and development programs for employees.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$8.00- \$8.00	\$8.00
New Hires, Experience	\$8.00- \$23.06	\$15.63
Experienced, After 3 Years with Firm	\$9.50- \$31.16	\$17.47

*Union wages may be higher than non-union wages.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	25%	0%	58%	50%	8%	0%	8%	50%
Dental	25%	0%	42%	50%	8%	0%	25%	50%
Vision	25%	0%	33%	50%	8%	0%	33%	50%
Life	33%	0%	42%	50%	0%	0%	25%	50%
Sick Leave	92%	0%	8%	50%	0%	0%	0%	50%
Vacation	92%	0%	8%	50%	0%	0%	0%	50%
Retirement	25%	0%	33%	50%	8%	0%	33%	50%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	100%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 39% hours per week
- Part-time average of 24% hours per week
- Shifts: Day 100%
- Other 17% Shift last until 9:00pm
- 37% of the employees are male and 63% are female.
- Full-time 94%, Part-time 6%



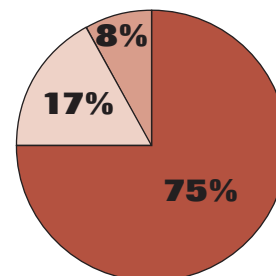
Recruitment Methods

Most successful methods of recruitment:

- Newspaper Ads
- Internet
- Walk-In Applicants

102

Education



- High School
- Bachelor Degree
- Associate Degree



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

No data is available because the occupation is included in a broader definition or a Non-SOC occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	8%	58%	33%
Projected Over the Next 2 Years		83%	17%

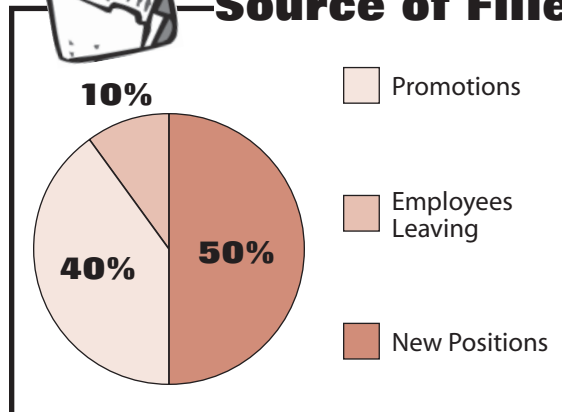


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	83%		17%	12 to 36 Months (Avg. 22)
Other Occupational Experience Accepted	42%	58%		12 to 24 Months (Avg. 16)
Technical or Vocational Training Required	25	67%	8%	12 to 36 Months (Avg. 24)
Training in Lieu of Experience	25%	75%		6 to 36 Months (Avg. 22)



Source of Filled Vacancies



Local Training Providers

BMR Training Centers
 California Baptist University
 California State University San Bernardino
 Central State University
 Computer Career Connection
 Contractors State License Center
 Healthcare Innovations, Inc.
 Intercoast Colleges
 La Sierra University
 Larson Training Centers, Inc.
 Mount San Jacinto College
 Palo Verde College
 Summit Career Colleges
 University of California Riverside
 University of California Riverside Extension
 Westech College
 University of Phoenix



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Express ideas clearly when speaking and writing.
- Understand spoken information by listening to others and asking questions.
- Read and understand work-related materials.
- Use several methods to learn or teach new things.



Description

Take orders and service food and beverages to patrons at tables in dining establishment.



Wages and Benefits

*All Employers Combined

Experience	Range	Median
New Hires, No Experience	\$6.75- \$26.75	\$13.75
New Hires, Experience	\$6.75- \$26.75	\$15.12
Experienced, After 3 Years with Firm	\$6.75- \$26.75	\$20.08

*Other benefits, discounted meals.

Of the firm responding 100% were non-union.

Benefits	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical	0%	0%	67%	36%	0%	9%	33%	55%
Dental	0%	0%	44%	18%	0%	9%	56%	73%
Vision	0%	0%	22%	18%	0%	9%	78%	73%
Life	11%	0%	33%	18%	0%	9%	56%	73%
Sick Leave	11%	9%	0%	9%	0%	9%	89%	73%
Vacation	44%	9%	22%	9%	0%	9%	33%	73%
Retirement	0%	0%	33%	9%	11%	18%	56%	73%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Other	100%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time average of 39 hours per week
- Part-time average of 25 hours per week.
- Temp/On Call Average of 20 hours per week.
- Shifts: Day 85% Swing 92%
- 35% of the employees are male and 65% are female.
- Full-time 46%, Part-Time 49%, Temporary/On-Call 6%

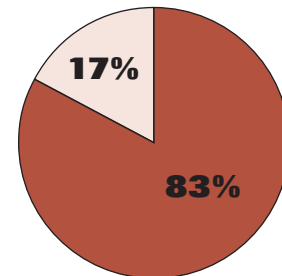


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads

Education



Less than High School

High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

- Size of Occupation: 16,620 - **very large**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **18%**. This rate is **slower** than average region's rate of 24.6%.
- Estimated job openings **8,520**

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	8%	77%	15%
Projected Over the Next 2 Years		92%	8%

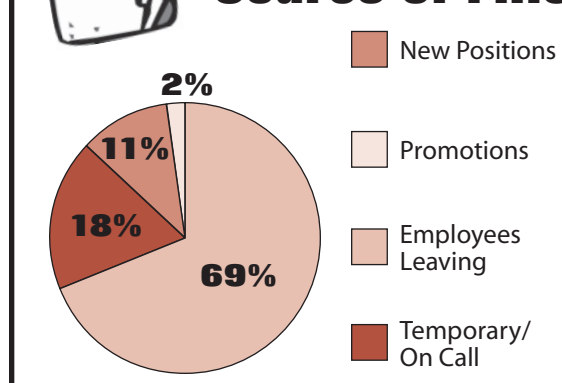


Training and Experience

Training Experience	Yes	No	Not Required But Preferred	Type or Amount Required, Preferred or Accepted
Work Experience Required	46%	31%	23%	6 to 24 Months (Avg. 11)
Other Occupational Experience Accepted	22%	78%		6 to 9 Months (Avg. 9)
Technical or Vocational Training Required		100%		
Training in Lieu of Experience	22%	78%		3 to 8 Months (Avg. 8)



Source of Filled Vacancies



Local Training Providers

Educational Options Center
College of the Desert
Culinary Academy



Skills and Other Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- Ability to operate a cash register
- Cash handling skills
- Ability to stand continuously for 2 or more hours

Training Providers

Community College and University Programs Inland Empire

Azusa Pacific University

39573 Los Alamos Rd.
Murrieta, CA 92563-5032
877.210.8841
www.apu.edu

California State University, San Bernardino

5500 University Parkway
San Bernardino, CA 92407
909.880.500
www.csusb.edu/

Chaffey Community College

10730 Foothill Blvd., STE 170
Rancho Cucamonga, CA 91730
www.chaffey.edu/

Cleveland Chiropractic College of Los Angeles

590 North Vermont Avenue
Los Angeles, CA 90004
800.466.2252
www.cleveland.edu

College of the Desert Economic Development & Community Education

43-500 Monterey Avenue
Palm Desert, CA 92211
760.773.2545
www.unlimited-directions.com

Life Chiropractic College West

25001 Industrial Boulevard
Hayward, CA 94545
800.788.4476
www.lifewest.edu

Riverside Community College- Norco Campus

2001 Third Street
Norco, CA 91760-2660
909.372.7000
www.rccd.cc.ca.us

Palo Verde College

One College Drive
Blythe, CA 92225
760.921.5500
www.paloverde.cc.ca.us

San Bernardino Valley College

701 South Mount Vernon Ave.
San Bernardino, CA 92410,
909.384-4400
www.ccentral.sbccd.cc.ca.us/

California Baptist University

8432 Magnolia Avenue
Riverside, CA 92504-3297
909.343.4212
www.calbaptist.edu

Barstow Community College

2700 Barstow Road
Barstow, CA 92311-6699
760.252.2411
www.barstow.cc.ca.us/

Chapman University Chapman University Academic Cntr|

22620 Golden Crest Drive, Suite 105
Moreno Valley, CA 92553
909.697.0111
www.chapman.edu

College of the Desert

43500 Monterey Avenue
Palm Desert, CA 92260
760.773-2516
www.collegeofthedesert.edu

La Sierra University

4700 Pierce Street
Riverside, CA 92525-8247
909.785.2000
www.lasierra.edu

Loma Linda University School of Nursing Admissions

Student Admissions
Loma Linda, CA 92350
909.558.4923
www.llu.edu/llu/nursing

Southern California University of Health Sciences

Office of Admission
16200 E. Amber Valley Drive
Whittier, CA 90604
562.902.3309
www.scuhs.edu/lacc.htm

Palo Verde College

811 West Chanslor Way
Blythe, CA 92225
760.922.6168
www.paloverde.cc.ca.us

University of California Riverside, Extension

1200 University Avenue
Riverside, CA 92507-4596
909.787.4105
www.ucrextension.net

California State University

37500 Cook Street
Palm Desert, CA 92211
760.341.2883
www.pdc.csusb.edu

Central State University

3666 University Avenue #403
Riverside, CA 92501
909.276.2233

Chapman University Chapman Valley Campus

42600 Cook Street, Suite 134
Palm Desert, CA 92211
760.341.8051
www.chapman.edu

Crafton Hills College

11711 Sand Canyon Road
Yucaipa, CA 92399
909.794.2161
www.chc.sbccd.cc.ca.us/

La Verne University

1950 3rd Street
La Verne, CA 91750
909.593.3511
www.ulv.edu/

Mt. San Jacinto College-San Jacinto Campus

1499 North State Street
San Jacinto, CA 92583-2399
909.487.MSJC (6752)
www.msjc.edu

Southern Illinois University of Carbondale

3423 Davis Avenue, Suite H
Riverside, CA 92518
909.486.2871
www.wed.siu.edu

Park University

811 West Chanslor Way
Blythe, CA 92225
760.921.5466
www.parkuniversity.edu

University of California, Riverside

900 University Avenue
Riverside, CA 92521
909.787.1012
www.ucr.edu

Training Providers

Community College and University Programs Inland Empire

University of Phoenix

27447 Enterprise Circle West
Temecula, CA 92590
800.888.1968
www.phoenix.edu/

Victor Valley College

18422 Bear Valley Rd.
Victorville, CA 92392-5849
760.245.4271
www.victor.cc.ca.us/

University of Phoenix

301 Vanderbilt Way
San Bernardino, CA 92408
1-800-697-8223
www.phoenix.edu/

University of Redlands

1200 East Coton Avenue
Redlands, CA 92374
888.999.9844
www.redlands.edu

University of Phoenix

337 North Vineyard Avenue
Ontario, CA 91764
1-800-697-8223
www.phoenix.edu/

University of Southern California

University Park Campus
Los Angeles, CA 90089
213.740.2311
www.usc.edu

Private Training Provider Program Riverside County

A. D. Banker and Company

1223 University Ave. #200
Riverside, CA 92507
800.255.0408
www.adbanker.com

ABC Bartending School Los Angeles

2235 North Lake Avenue, Suite 205
Altadena, CA 91001
888.262.5824
www.abcbartending.com

ABC Bartending School Los Angeles

5036 Katella Avenue
Los Alamitos, CA 90720
888.262.5824
www.abcbartending.com

Adjuster Academy

5601 W. Slauson Ave., Suite 125
Culver City, California 90230
888.804.4442
www.adjusteracademy.com

Advanced Institute of Pest Technology

3808 East La Palma
Anaheim, CA 92807
714.525.7378

American Professional Bartender School

75-110 St Charles Place #16
Palm Desert, CA 92111
800.736.1001
www.barbook.com

Appraisal Training Services, Inc.

2790 Skypark Drive, Suite 104
Torrance, CA 90510
310.539.8540

BMR Training Centers

12702 Magnolia Avenue, Suite 27
Riverside, CA 92503
909.371.4707
www.BMRTraining.com

Budget Contractors License

28822 Front Street, Suite 208
Temecula, CA 92590
909.694.6000

Bryman College/Corinthian School

520 N. Euclid Avenue
Ontario, CA 91762
909.984.5027
www.bryman-college.com

C. R. England Truck Driving School

10405 San Sevaine, Suite L
Mira Loma, CA 91752
800-356-5046
www.crengland.com

California Career School

1100 Technology Circle
Anaheim, CA 92805
714.635.6585
www.californiacareerschool.edu

Career Moves, Inc.

10248 Indiana Avenue
Riverside, CA 92503
909.351.4264
www.careermoves.com

Career Moves, Inc.

3633 West Florida Avenue
Hemet, CA 92543
909.925.5625
http://www.careermoves.com

Center for Employment Training

49111 Hwy 111, Suite 5
Coachella, CA 92236
760.398.8889
www.cet2000.org

Center for Employment Training

42066 Avenida Alvarado, Suite A
Temecula, CA 92590
909.296.3010
www.cet2000.org

Center for Employment Training

9960 Indiana Avenue
Riverside, CA 92501
909.351.3100
www.cet2000.org

Center For Employment

1277 West Hobson Way
Blythe, CA 92225
760.922.0103
www.cet2000.com

Central California School of Continuing Ed.

271 Ott Street, Suite 23
Corona, CA 92882
909.549.0693

Champion Institute of Cometology

611 South Palm Canyon Drive
Palm Springs, CA 92284
760.322.2227

Coachella Adult Education

1099 Orchard Avenue
Coachella, CA 92236
760.398.6302
www.cbass.org

Training Providers

Private Training Provider Program Riverside County

Associated Technical College

1593 East Vista Way, Suite C
Vista, CA 92084
760.643.0505

Atlantis Medical College-Norco

12062 Valley View Street
Garden Grove, CA 92845-1741
714.799.0530

Computer Education Institute

1635 Spruce Street
Riverside, CA 92507
877.903.8367
www.ceicollege.com

Computer Skills Center

73555 Alessandro Drive, Suite A
Palm Desert, CA 92260
760.341.9747
www.computerskillscenter.com

College of the Desert-Economic Development & Community Education

43-500 Monterey Avenue
Palm Desert, CA 92211
760.773.2545
www.unlimited-directions.com

Concept Schools-Insurance Concepts

27715 Jefferson Avenue, Suite 105
Temecula, CA 92592
909.506.4525
www.concept-schools.com

Contractor's License Exam Center, Inc.

2421 North Grand Avenue
Santa Ana, CA 92705
866.688.7833
www.clecinc.com

Contractors State License Schools

1045 West La Cadena Drive
Riverside, CA 92501
www.csiscorp.com

Corona-Norco Adult Education

300 Buena Vista Avenue
Corona, CA 92882
909.736.3325
www.cnusd.k12.ca.us/adulted

Culinary Academy

1155 Spruce Street
Riverside, CA 92507
909.955.3311
www.rivcoeda.org www.rivcoeda.com

California Nurses Educational Institute

1775 East Palm Canyon Drive, Suite J
Palm Springs, CA 92264
760.416.5955

Central CA. School of Continuing Education

271 Ott Street, Suite 23
Corona, CA 92882
909.549.0693

Desert Career College

490 South Farrell Drive, Suite 200 C
Palm Springs, CA 92262
760.864.1356
www.desertcareercollege.com

DeVry University

901 Corporate Center Drive
Pomona, CA 91768
909.622.8866
www.devry.edu

Doaba Trucking School

6567 Mission Boulevard
Riverside, CA 92509
800.469.5169

EDNET Career Institute, Inc.

6018 Variel Avenue
Woodland Hills, CA 91367
818.702.8050
www.ednet4u.com

Educational Options Center

6401 Lincoln Avenue
Riverside, CA 92506
909.276.7670
www.rusd.k12.ca.us

Elegante Beauty College

24741 Alessandro Boulevard G2-G5
Moreno Valley, CA 92553
909.247.2047

Excel Technical College

1937 West Chapman Avenue
Orange, California 92668
714.712.4166

Future-Net

6700 Indiana Avenue, Suite 225
Riverside, CA 92506
909.684.6273
www.vocschools.com

Coachella Valley Technical Skills

353254 Date Palm Drive
Cathedral City, CA 92234
760.382.5554

Computer Education Institute

1653 Spruce Street
Riverside, CA 92507
909.276.1704
www.ceicollege.com

Image School of Cosmetology

13070 Palm Drive
Desert Hot Springs, CA 92240
760.251.5373

Image School of Cosmetology

2627 West Florida Avenue, Suite 1
Hemet, CA 92545
909.766.5759

Instructional Access Inc.

6800 Indiana Avenue, Suite 140
Riverside, CA 92506
909.341.8982
www.instructionalaccess.com

Intercoast Colleges

1115 Spruce Street, Suite C
Riverside, CA 92507
909.955.9600
www.intercoastcolleges.com

Intercoast Colleges

17101 Armstrong, Suite 100
Irvine, CA 92614
949.222.0272
www.intercoastcolleges.com

International School of Beauty

72-261 Hwy. 111, Suite 121
Palm Desert, CA 92260
760.674.1624

International Sports Science Association

400 E. Gutierrez Street
Santa Barbara, CA 93101
805.884.8111
www.issaonline.com

Intersect Technology Institute

9664 Hermosa Avenue
Rancho Cucamonga, CA 91730
909.481.1922
www.intersecting.com

Training Providers

Private Training Provider Program Riverside County

Deloux Education

81-695 Hwy. 111 Suite 1
Indio, CA 92201
760.775.1337

Mercury Real Estate School

24490 Sunnymead Boulevard
Moreno Valley, CA 92553
909.924.0545
www.mercuryrealestatesch.com

Moreno Valley Technical Skills Center

24594 Sunnymead Boulevard, Suite P
Moreno Valley, CA 92105
909.247.0551

National Bartending School

12702 Magnolia Ave. #3
Riverside, CA 92503
909.371.7266 / 888.550.6499
www.nationalbartenders.com

Net 10 Technologies

736 North State Street
Hemet, CA 92543
909.658.2966
www.net10.com

Palmer Chiropractic West

90 E. Tasman Drive
San Jose, CA 95134
866.303.7939

Palmer Chiropractic West

90 E. Tasman Drive
San Jose, CA 95134
866.303.7939

Palm Springs Adult Education

333 South Farrell Drive
Palm Springs, CA 92262
760.416.8450

Palm Desert College

74350 Alessandro Drive, Suite A1
Palm Desert, CA 92260
760.773.5533
www.educationpd@aol.com

Premiere Career College

12901 Ramona Boulevard
Irwindale, CA 91706
626.814.2080
www.premcol.com

Gino Robair Beauty College

3582 Adams Street
Riverside, CA 92504
909.785.0844

Rand's System Corporate Office

5441 Avenida Encinas, Suite B
Carlsbad, CA 92008
800.231.6835 / 760.431.8355
www.randssystems.com

Richard's Beauty College

107 McKinley Street, Suite 109
Corona, CA 92879
909.736.9725

Royale College of Beauty

27485 Commerce Center Drive
Temecula, CA 92590
909.676.0833
www.beautyschool.com/royale/index.html

RWM Fiber Optics, Inc. Satellite Campus

1125 Linda Vista Drive, Suite 102
San Marcos, CA 92069
760.471.2259
www.rwm.org

Sage College

12125 Day St., Building L
Moreno Valley, CA 92557
909.781.2727
www.cscrriverside.com

San Joaquin Valley College

10630 Town Center Drive
Rancho Cucamonga, CA 91730
909.948.7582
www.sjvc.edu

SEA-College of Business and Technology

265 South Randolph Avenue, Suite 230
Brea, CA 92821
714.257.3095

Southern California Institute of Technology

1900 West Crescent Avenue
Anaheim, CA 92801
714.520.5552
www.scitcollege.com

Software Education of America

4100 Latham Street, Suite A
Riverside, CA 92501
909.684.5855

Joint Apprenticeship Training Committee

673 West Fifth Street
San Bernardino, CA 92401
909.884.2719

QPE Technical Institute

1558 N Gemini Place
Anaheim, CA 92801
714.778.5518
www.qpetech.com

Software Education Of America

265 South Randolph Avenue, Suite 190
Brea, CA 92621
714.257.3095

The Real Barbers College

528 W. Lincoln
Anaheim CA 92805
714.772.4423

United Education Institute

295 East Caroline St., Suite E
San Bernardino, CA 92408
909.554.1999
www.ueigloble.com

United Education Institute

3727 West Sixth Street
Los Angeles, CA 90020
213.427.3700
www.ueigloble.com

U.S. Colleges of Health and Human Service

5700 Division, Suite 100
Riverside, CA 92506
909.784.4466
www.uscmed.com

United Truck Driving School

1153 Spruce Street
Riverside, CA 92507
909.955.9785

West Coast Bartenders School

820 South Myrtle Avenue
Monrovia, CA 91016
626.821.0053
www.wcbsschool.com

Westech College

500 West Mission Boulevard
Pomona, CA 91766
909.622.6486
www.westech.edu

Training Providers

Private Training Provider Program San Bernardino County

Alpha Omega Education Center

10601 Church St,
Rancho Cucamonga, CA 91730
909.980.2006

American Best Driving School

1863 N E St,
San Bernardino, CA 92405
909.881.3232

ASA Learning Center

2050 Pacific Street
San Bernardino, CA 92404
909.388.1255

ACES Inc

23978 Lake Drive
Crestline, CA 92325
909.338.0031

Advance School of Driving Inc.

13946 Jurupa
Fontana, CA 92337
800.635.0147
www.advancedschoolofdriving.com

Advanced Institute of Pest Tech

255 North D Street #302
San Bernardino, CA 92401
800.287.2478
www.pestcontroltraining.com

A.G. I Technology

10722 Arrow Route Ste 808
Rancho Cucamonga, CA 91730
909.466.5618
www.agitechnology.com

American College of Health Professionals

700 E Redlands Blvd
Redlands, CA 92373

American Red Cross

202 W Rialto Ave
San Bernardino, CA 92408
909.888.1481
www.arcinlandempire.org

American College of Health Professionals

700 E Redlands Blvd
Redlands, CA 92373
909.307.6022

Deep Creek Construction School

8280 Deep Creek Road
Apple Valley, CA 92308
760.240-3045

Apple Valley ROP

11837 Navajo Road
Apple Valley, CA 92308
760.247.7206
www.rop.cc

Appraisal Training Svc Inc

1063 W 6th St,
Ontario, CA 91762
909.988.8315

ASA Learning Center

2050 Pacific Street
San Bernardino, CA 92404
909.388-1255

Asante Family Agency

2210 E. Highland
San Bernardino, CA 92404

Asian-American Resource Center

1115 South E Street
San Bernardino, CA 92408

Associated Printing Schools

114 W. Airport Drive STE 103
San Bernardino, CA 92408
909.890.1700

Automotive Training Academy

491 Wildrose Ave
Colton, CA 92324
909.383.0164

Balu Academy For Dog Trainers

16376 Jurupa Avenue
Fontana, CA 92337-7430
909.823.4386
www.jcbalu.com/

Barstow ROP

551 South H Avenue
Barstow, CA 92311
760.255.6146
www.rop.cc

Bear Valley ROP

PO Box 1708
Big Bear Lake, CA 92315-1708
909-585-6892 ext. 283
www.bigbear.k12.ca.us/bbhs/ROP/

Hesperia ROP & Adult School

16527 Lemon
Hesperia, CA 92345
760.244.1771.ext.110
www.rop.cc/schedules/hesperia.htm

BMR Training Centers [Global Success Career College]

15311 Seventh Street
Victorville, CA 92392

Bryman College

217 Club Center Suite A
San Bernardino, CA 92408

California Career School

17415 Catalpa Street
Hesperia, CA 92345
760.948-3194

California Institute-Customer

1609 S. Grove, STE 113
Ontario, CA 91761

Career College of America

184 Club Center Drive
San Bernardino, CA 92408
909.876.0919

Chino Valley Adult School

5130 Riverside Drive
Chino, CA 91710-4130
909.628-1201

Colton Redlands Yucaipa ROP

1214 Indiana Court
Redlands, CA 923742-2896
www.rop.cc

Computer Career Connection

900 E Washington Street Ste 300
Colton, CA 92324
909.433-9791
www.computercareer.com

Concorde Career Institute

201 E Airport Dr
San Bernardino, CA 92401
909.884-8891
www.concordecareercollege.com

CRYROP

1214 Indiana Court
Redlands, CA 923742-2896
909) 793-3115
www.cryrop.k12.ca.us/whoweare.htm

MTI College

1845 Business Center Dr,
San Bernardino, CA 92408
909.424.0123

Training Providers

Private Training Provider Program San Bernardino County

El Camino Computer School

123 West E Street
Ontario, CA 91762
909.984.2666
www.elcaminoschool.com

Embry-Riddle Aeronautical

1928 Graeber St # 28,
March AFB, CA 92518
909.653.4074
www.ec.erau.edu

Everest College

9616 Archibald Ave # 100
Rancho Cucamonga, CA 91730
909.484.4311
www.everest-college.com

Four D Success Academy

1020 East Washington Street
Colton, CA 92324
909.783.9331
www.4dddd.com

Friendly Computer Networks, Inc

650 S Wisteria Ave
Bloomington, CA 92316
909.877.1508

Hairmasters University of Beauty

208 W. Highland Ave.
San Bernardino, CA 92402
909.882.2987
www.gotobeautyschool.com

Healthcare Innovations, Inc.

965 South Mt. Vernon, Suite A
Colton, CA 92324
909.824.1565

Henkels & McCoy

9161 Sierra Ave # 206,
Fontana, CA 92335
909.429-6587

Professional Career Institute

15065 Palmdale Road, Suite A
Victorville, CA 92392
760.951.5245

Rand Systems

1814 Commercenter West, Ste H
San Bernardino, CA 92408
909.890.0205
www.randssystems.com/

Redlands Adult School

P.O. Box 3008
Redlands, CA 923731
909.748.6930
www.levinadesign.com/RAS/classes.htm

Institute of Automotive Technology

425 South G. Street
San Bernardino, CA 92410
909.386.1848

Intersect Technology

9664 Hermosa Ave,
Rancho Cucamonga, CA 91730
909.481.1922

ITT Technical Institute

630 E Brier Dr # 150
San Bernardino, CA 92408
www.studenthealthservices.net/

Inland Technical Skills Center

101 E Redlands Blvd,
Redlands, CA 92373
909.792-5593

Intellitrain Inc.

4959 Palo Verde St,
Montclair, CA 91763
909.447.5400
www.intellitraininc.com/

Marinello School of Beauty

940 N Mountain Ave,
Ontario, CA 91762
909.984.5884

Marinello School of Beauty

721 W 2nd St,
San Bernardino, CA 92410
909.884.8747

Mojave Barber College

15505 7th Street
Victorville, CA 92392
760.955.2934

Professional Bartenders School

Loma Linda, CA 92354
909.796.1212

Richards Beauty School

200 N Euclid Ave,
Ontario, CA 91762
(909) 984-1293

Skyway Trucking

17216 Lilac Street, #2
Hesperia, CA 92345
760.97.2779

National University

804 E Brier Dr,
San Bernardino, CA 92408
909.806.3300

Net 10 Technologies

9108 Pittsburgh Avenue
Rancho Cucamonga, CA 91730
909.980.0235
www.net10.com

Net 10 Technologies

15403 Park Avenue East
Victorville, CA 92392
760.952.2599
www.net10.com

New Horizons Computer Learning

1090 E Washington St # H,
Colton, CA 92324
909.426.4900

NTMA Training Centers

1717 S Grove Ave,
Ontario, CA 91761
909.947.9363

Pilot Trucking

14387 Slover Ave,
Fontana, CA 92337
909.429.8970

Platt College

3700 Inland Empire Blvd. #400
Ontario, CA 91764
909.941.9410

Premier Training Centers

17870 Highway 18
Apple Valley, CA 92307
760.946.4664

PAL Center

2450 Blake St,
San Bernardino, CA 92407
909.882.9821

Richards Beauty School

16803 Arrow Blvd,
Fontana, CA 92335
(909) 822-1149

Training Technologies

165 W. Hospitality Lane, STE 14
San Bernardino, CA 92408

Training Providers

Private Training Provider Program San Bernardino County

Rialto Adult School

266 W. Randall Ave
Rialto, CA 92376
909.820.7785 x120
www.rop.cc/schedules/rialto.htm

RTP School

790 S. Via Lata #790
Colton, CA 92324
909.783.7696

Salon Success Academy

9359 Foothill Blvd # G,
Rancho Cucamonga, CA 91730
909.989.1044

San Bernardino Bible College

1401 S. Mount Vernon Ave.
Colton, CA 92324
909.825.7031

San Bernardino County ROP

601 North E Street
San Bernardino, CA 92410
909.386.2461
www.rop.cc/

Security Officers Training

P.O. Box 6934
San Bernardino, CA 92412
909.883.3143

Washington Adult School

900 E. C Street
Colton, CA 92324

Snowline ROP

PO Box 29600
Phelan, CA 92329-6000
760.868.3222 Ext.2606|
www.rop.cc/schedules/snow.htm

Somos Hermanos Unidas

1554 N. Orange Street
Redlands, CA 92370

SOS Career Training Center

6393 Sunset Road
Joshua Tree, CA 92252

Summit Career College

1250 E. Cooley Drive
Colton, CA 92324
909.422.8950
www.summitcollege.com/

Sunny College

545 N. Mountain Ave., Ste 203
Upland, CA 91786
909.920.1090
www.sunnycollege.com/

St. J's Building Maintenance

577 North D Street #103
San Bernardino, CA 92401
909.383.1086

West Coast College

14725 7th Street
Victorville, CA 92392

United Education Institute

3380 Shelby Street STE. 150
Ontario, CA 91764
909.554.1999

United States Truck Driving

924 W. Rialto Ave
Rialto, CA 92377
909.875.8000

Universal Schools & Colleges

10630 Town Center Drive #102
Rancho Cucamonga, CA 91730

Universal Training Center

2102-2112 North Palm Avenue
Highland, CA 92346
909.864.1918

Victor Valley Beauty College, Inc.

16515 N. Mojave Dr.
Victorville, CA 92392
760.245.2522

VVISA Schools

9559 Center Avenue, STE K
Rancho Cucamonga, CA 91730
909.987.5225

Westwood College of Technology

20 West 7th Street
Upland, CA 91786

Training Providers

Regional Occupational Programs Riverside County

ROP-Arlington High School-Riverside

2951 Jackson Street
Riverside, CA 92503

ROP-Banning High School-Banning

100 West Westward
Banning, CA 9220

ROP-Buena Vista High School-Beaumont

1591 Cherry Avenue
Beaumont, CA 92223

ROP-Buena Vista High School-Corona

300 Buena Vista Avenue
Corona, CA 91720

ROP-Canyon Springs High School-Moreno Valley

23100 Cougar Canyon
Moreno Valley, CA 92557

ROP-Cathedral High School-Cathedral City

69250 Dinah Shore Drive
Cathedral City, CA 92234

ROP-Chaparral High School-Temecula

27215 Nicolas Road
Temecula, CA 92591

ROP-Coachella Valley High School-Thermal

83800 Airport Boulevard
Thermal, CA 92274

ROP-Centennial High School-Corona

1820 Rimpau Avenue
Corona, CA 91720

ROP-Corona High School-Corona

1150 West Tenth Street
Corona, CA 91720

ROP-Corona Regional Medical Center School-Corona

900 South Main Street
Corona, CA 91719

ROP-Riverside Culinary Academy

1155 Spruce Street
Riverside, CA 92507

ROP-Grindstaff Center I and II-Riverside

9825 County Farm Road
Riverside, CA 92503

ROP-Hamilton High School-Anza

57550 Mitchell Road
Anza, CA 92539

ROP-Hemet High School-Hemet

41701 East Stetson Avenue
Hemet, CA 92544

ROP-Indio High School-Indio

81750 Avenue 46
Indio, CA 92201

ROP-Jurupa Valley High School-Mira Loma

10551 Bellegrove Avenue
Mira Loma, CA 91752

ROP-Elsinore High School-Wildomar

21800 Canyon Drive
Wildomar, CA 92595

ROP-La Sierra High School-Riverside

4145 La Sierra Avenue
Riverside, CA 92505

ROP-March Mountain High School-Moreno Valley

23300 Cottonwood Avenue
Moreno Valley, CA 92553

ROP-Murrieta Valley High School-Murrieta

24105 Washington Street
Murrieta, CA 92562

ROP-Norte Vista High School-Riverside

6585 Crest Street
Riverside, CA 92503

ROP-Ortega High School-Lake Elsinore

265 San Jacinto River Road
Lake Elsinore, CA 92530

ROP-Palm Springs High School-Palm Springs

2401 East Baristo Road
Palm Springs, CA 92262

ROP Paloma Valley High School-Menifee

31375 Bradley Road
Menifee, CA 92584

ROP-Palo Verde High School-Blythe

667 North Lovekin Boulevard
Blythe, CA 92225

ROP-Perris High School-Perris

175 East Nuevo Road
Perris, CA 92225

ROP-Ramona High School-Riverside

7675 Magnolia Avenue
Riverside, CA 92504

ROP-Rancho Verde High School-Moreno Valley

17750 Lasselle Street
Moreno Valley, CA 92553

ROP-Riverside County Office of Education-RCOE-Indio

47336 Oasis Street
Indio, CA 92507

ROP-Rubidoux High School-Riverside

4250 Spruce Street
Riverside, CA 92507

ROP-San Jacinto High School-San Jacinto

500 Idyllwild Drive
San Jacinto, CA 92583

ROP-Santiago High School-Corona

1395 Foothill Parkway
Corona, CA 91719

ROP-Temecula Valley High School-Temecula

31555 Rancho Vista Road
Temecula, CA 92592

ROP-West Valley High School-Hemet

3401 West Harrison Avenue
Hemet, CA 92545

Training Providers

Regional Occupational Programs San Bernardino County

APPLE VALLEY ROP

(760) 240-4252 x102 Apple Valley High School—11837 Navajo Road, Apple Valley
Granite Hills High School—22900 Esaws Road, Apple Valley Willow Park
High School—21950 Nisqually Road, Apple Valley

BARSTOW ROP

(760) 255-6146 or (760) 255-6145 Central High School—405 N. Second
Avenue, Barstow
Barstow High School—430 South First Avenue, Barstow

BAKER ROP

(760) 733-4567 ext 608 Baker High School—School House Road, Baker

BALDY VIEW ROP

(909) 988-2474
211 W 5th St, Ontario, CA 91762

LUCERNE VALLEY ROP

(760) 248-2124 Lucerne Valley High School—33233 Rabbit Springs Road,
Lucerne Valley

HESPERIA ROP

(760) 244-1771 ext 110 Hesperia Alternative Education Center—16527
Lemon, Hesperia
Hesperia High School—9898 Maple Avenue, Hesperia
Sultana High School—17311 Sultana, Hesperia

COLTON-REDLANDS-YUCAIPA ROP

(909) 793-3115
1214 Indiana Court
Redlands, CA

SAN BERNARDINO CITY

(909) 381-1260 or 381-1180
Anderson School—24302 East Fourth Street, San Bernardino
Arroyo Valley High School—1881 West Baseline, San Bernardino
Cajon High School—1200 Hill Drive, San Bernardino
Pacific High School—1020 Pacific Street, San Bernardino
San Andreas High School—3232 E. Pacific Avenue, Highland
San Bernardino High School—1850 North E Street, San Bernardino
San Gorgonio High School—2299 E. Pacific Avenue, San Bernardino

MORONGO ROP

(760) 367-9191 ext 262
Copper Mountain College—Joshua Tree
Monument High School—72770 Hatch Road, Twentynine Palms
Sky High School—59273 Sunnyslope Drive, Yucca Valley
Twentynine Palms High School—72750 Wildcat Way, Twentynine Palms
Yucca Valley High School—7600 Sage Avenue, Yucca Valley

RIM OF THE WORLD ROP

(909) 336-2038 ext 282
Rim of the World High School—27400 Highway 18, Lake Arrowhead

FONTANA ROP

(909) 357-5500 ext 6622 or 6699 Eric Birch High School—7930 Locust,
Fontana
Fontana A.B. Miller High School—6821 Oleander Avenue, Fontana
Fontana High School—9453 Citrus Avenue, Fontana
Kaiser High School—11155 Almond Avenue, Fontana
Truman Middle School—16224 Mallory Drive, Fontana

BEAR VALLEY ROP

(909) 585-6892 ext 283 Big Bear High School—351 Maple Lane, Big
Bear City
Chautauqua High School—525 Maple Lane, Big Bear

NEEDLES ROP

(760) 326-1285
Educational Training Center—Arch & N Streets, Needles
Needles High School—Washington Street, Needles

TRONA ROP

(760) 372-2865
Trona Elementary School—83600 Trona Road, Trona
Trona High School—83600 Trona Road, Trona

SILVER VALLEY ROP

(760) 254-2715 or (760) 255-6145 for Registration Information
Alternative Education Center—33525 Ponnay Road—Daggett, CA 92327
Calico High School—35350 Yelmo—Daggett Road, Yelmo, CA 92398
Silver Valley High School—35484 Daggett/Yermo Road, Yermo, CA
92398

Workforce Investment Board Members

Mike Gallo, Chair
Terry Klenske, Vice Chair

Joseph W. Brady
John C. Lewis
Ken Clark
Bob Lemley
Curt C. Hagman
Patrick Caffery
William Betterley
Keith Lee
Patricia L. Nickols
Donna Stone
Steve Rockett
Donald Averill
James B. Downs
Kent Paxton
Magnolia Rivera
Darcel Woods
Ray. R. Gonzales

Paula Nowicki
John Gibson
Tina Nelson
George Bartch
Michael Calta
Fred Cordova
Skip Skivington
Clifford Hackney
Wilfred L. Marshall
Steve Lopez
Phil Eckert
William Sirowy
Michael Calta
Lawrence Calderon
Anthony Chambers
Stephanie Houston

Frank L. Williams
Phil Cothran
Bob Roberts
Bryan Chamlee
James B. Downs
Abraham Hovsepian
Leslie Rodden
Steven Cox
Teri Ooms
June Rentas
Charles Montgomery
Effie Sharp
Frank Williams
Sandra J. Doyle
Jess Vizcaino
Phil Eckert

The Workforce Investment Board (WIB) consists of representatives appointed by the San Bernardino County Board of Supervisors from the private and public sectors to oversee the operation of job training programs for eligible residents of the County of San Bernardino, in particular the federal Workforce Investment Act (WIA). The San Bernardino County WIB is committed to providing effective workforce development and training and improving the County's economy, while maintaining the highest moral and ethical standards.

San Bernardino County Jobs and Employment Services Department Office Locations

Rancho Cucamonga Business/Employment Resource Center
9650 9th Street, Suite A
Rancho Cucamonga, CA 91730
(909) 941-6500

Redlands Employment Resource Center
881 W. Redlands Blvd., 2nd Floor
Redlands, CA 92374
(909) 335-0623

San Bernardino Employment Resource Center
646 North Sierra Way
San Bernardino, CA 92415
(909) 386-0884

Hesperia Business/Employment Resource Center
15555 Main Street Suite G4
Hesperia, CA 92345
(760) 949-8526

